


# BROADBAND EXPANSION GRANT APPLICATION

## For Fiscal Year 2022

Primary Applicant (Name and Address): <b>Spectrum Mid-America, LLC and its subsidiary          Spectrum Mid-America WI-FY2022, LLC, each          managed by Charter Communications, Inc.          ("Spectrum" or "Charter")          1320 N Dr. Martin Luther King Jr. Drive          Milwaukee, WI 53212          Attn: Celeste Flynn          414-277-4193          Celeste.flynn@charter.com</b>	Applications MUST be UPLOADED to ERF via the Commission's website, <a href="http://psc.wi.gov/apps35/ERF_upload/content/mymenu.aspx">http://psc.wi.gov/apps35/ERF_upload/content/mymenu.aspx</a> . Refer to section 2.3 for detailed instructions.  Applications are due and MUST be uploaded to ERF no later than: <b>March 17, 2022</b> at 4:00pm (16:00) Central Time. <b>Late applications will not be accepted.</b>
	Contact for further information: <a href="mailto:PSCStatebroadbandoffice@wisconsin.gov">PSCStatebroadbandoffice@wisconsin.gov</a>
	Date: <b>December 1, 2021</b>
The Public Service Commission of Wisconsin is seeking applications for Broadband Expansion Grants. The Commission may award one or more grants during Fiscal Year 2022 to public and private entities that meet the eligibility requirements set forth in Wis. Stat. § 196.504. This grant round will be funded with bond proceeds authorized by the Wisconsin Building Commission pursuant to Wis. Stat. § 13.48(30). As such, successful applicants are subject to the requirements of Wis. Stat. § 13.48(30). Successful applicants will demonstrate a clear and achievable plan to improve broadband communications services in one or more underserved areas in the State.	
<b>Applicant Certification:</b> In signing this application, the undersigned verifies under penalty of perjury that the Applicant and its employees and agents have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition with respect to this application; that no attempt has been made to induce any other person or firm to submit or not to submit an application; that this application has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this application has not been knowingly disclosed prior to the opening of applications to any other applicant or competitor; that all of the responses and representations of Applicant in this application are true and correct to the best of the undersigned's knowledge, information, and belief; and that Applicant agrees to, accepts, and will comply with all of the terms and conditions respecting this application and any award of a broadband expansion grant as may be established in a grant award Agreement.	
Name of Authorized Representative (Type or Print)  <b>Joseph J. Sherer II</b>	Title: <b>Vice President, Regional Engineering of          Charter Communications, Inc., the          Manager of the Applicants</b>
Phone: <b>(608) 467-9202</b>	
Signature of Authorized Representative 	Date <b>3/17/2022</b>

# SUMMARY OF GRANT APPLICATION

Primary Applicant Name <b>Spectrum Mid-America, LLC and its subsidiary          Spectrum Mid-America WI-FY2022, LLC,          each managed by Charter Communications, Inc.          ("Spectrum" or "Charter")</b>	Amount of Broadband Grant Request (round to nearest dollar)  <b>\$621,422</b>
Federal Employer Identification No. <b>Spectrum Mid-America, LLC: 43-1857213</b>  <b>Spectrum Mid-America WI-FY2022, LLC: 88-1251860</b>	Amount of Matching Funds Pledged (round to nearest dollar) <b>\$2,637,000 Charter</b> <b>T. Washington - \$91,000; Pleasant Valley - \$100,000;</b> <b>Eau Claire County - \$191,000; Marshfield Clinic - \$10,000</b> <b>\$392,000 PARTNERS</b> <b>Total: \$3,029,000</b>
Contact Name and Title <b>Celeste Flynn, Director, Govt. Affairs</b>	Total Cost of Proposed Project (round to nearest dollar)  <b>\$3,650,422</b>
Telephone Number <b>(414)277-4193</b>	Project Name  <b>BB App Spectrum, Eau Claire County</b>
E-mail Address(es) <b>celeste.flynn@charter.com</b>	Type of Proposed Broadband Service (FTTH, Cable, DSL, etc.) <b>FTTP EPON</b>
Grant Manager, if different than Primary Applicant  <b>N/A</b>	Type of Proposed Project (Last-mile, Middle-Mile, backbone, other) <b>Last-Mile</b>
Grant Manager Contact Name	Grant Manager Email Address and Telephone Number
If the application proposes a public-private partnership, list the names, addresses, and FEINs of the partner companies or organizations  <b>Public Partner Name: Town of Washington</b> <b>Attn: Janelle Henning, Title: Administrator / Clerk / Treasurer</b> <b>Address: 5750 Old Town Hall Rd, Eau Claire, WI 54701</b> <b>FEIN Number: 39-6006161</b>  <b>Public Partner Name: Town of Pleasant Valley</b> <b>Attn: Jennifer Meyer, Clerk Treasurer</b> <b>Address: S10414 County Rd HHI, Eleva, WI 54738</b> <b>FEIN Number: 39-600-6060</b>	

Brief Project Description (2 sentences) <b>Charter requests a grant to support the construction of a new last-mile fiber-to-the-premises (“FTTP”) via Ethernet passive optical network (“FTTP EPON” or “EPON”) to provide high-speed broadband access to approximately 879 unserved and underserved locations in the Towns of Washington and Pleasant Valley in Eau Claire County. Charter does not request any funding to support its existing network infrastructure.</b>	
Maximum Proposed Download Transmission Speed <b>1000 Mbps (Scalable to higher Gig speeds in the future)</b>	Maximum Proposed Upload Transmission Speed <b>500 Mbps (Scalable to 1000 Mbps / 1 Gig or higher in the future)</b>
Minimum Proposed Download Speed to Customer Location <b>200 Mbps (30 Mbps – Spectrum's low income offering)</b>	Minimum Proposed Upload Transmission Speed to Customer Location <b>10 Mbps (4 Mbps – Spectrum’s low income offering)</b>
County or Counties served by this project <b>Eau Claire</b>	Community or Communities served by this project <b>Pleasant Valley, Washington</b>
List of the broadband service providers, if any, currently serving the area the applicant proposes to serve <b>AT&amp;T, CenturyLink, Tri-County Communications Inc.</b>	
Does proposed project serve an <u>unserved</u> area of the State, as defined in <a href="#">Section 1.4</a> of the application instruction? (yes/no)  <b>Yes</b>	Is the Applicant certified as a Broadband Forward! Community or Telecommuter Forward! Community, or does the grant project propose to serve a Broadband Forward! Community or Telecommuter Forward! Community? (yes/no)  <b>YES</b>
For last mile projects or component the expected number of Business Locations that will have access to the improved broadband service (i.e., total business locations passed or with new service access). <b>31</b>	For last mile projects or components the expected number of Residential Locations that will have access to the improved broadband service (i.e., total residential locations passed or with new service access). <b>879</b>
Of the improved business locations, how many locations are <i>unserved</i> ? <b>5</b>	Of the improved residential locations, how many are <i>unserved</i> ? <b>65</b>
For providers that are eligible telecommunications carriers will the proposed broadband service be available to Lifeline customers? (yes/no) <b>N/A</b>	Are there any programs available for low-income households to access low-cost service or discounts? (yes/no) <b>Yes</b>
Is the internet service provider currently participating in the Emergency Broadband Benefit Program? (yes/no) <b>Yes and through its successor program the Affordable Connectivity Program (ACP)</b>	Is the internet service provider currently participating in the Department of Public Instruction and CESA purchasing’s Digital Learning Bridge? (yes/no) <b>Yes</b>
Did the internet service provider participate in the Public Service Commission’s voluntary Broadband Coverage Data Collection in 2021? (yes/no) <b>Yes</b>	

# FY22 Broadband Expansion Grant Application

## Budget & Income Summary



Please complete this form using Microsoft Excel. A PDF copy must be attached to your application as page four. In addition, this form must also be uploaded to ERF in Excel format.

### Grant Summary

Grant Applicant:	Project:
Spectrum Mid-America, LLC and its subsidiary Spectrum Mid-America WI-FY2022, LLC, each managed by Charter Communications, Inc.	BB App Spectrum, Eau Claire County

### Budget

Line:	Description / Category:	Grant Funds:	Match:	Total:
1	Contractual, Consultant Fees	\$ 460,176.00	\$ 2,243,036.00	\$ 2,703,212.00
2	Equipment	\$ 161,246.00	\$ 785,964.00	\$ 947,210.00
3	Supplies			\$ -
4	Labor (Salary, Fringe)			\$ -
5	Permitting, Licensing Fees			\$ -
6	Travel			\$ -
7	Other			\$ -
Total:		\$ 621,422.00	\$ 3,029,000.00	\$ 3,650,422.00
		83.0% match requested		

### Pledged Contributions

#:	Entity:	Entity Type:	Pledge Type:	Pledge:
1	Spectrum Mid-America, LLC and its subsidiary Spectrum Mid-America WI-FY2022, LLC, each managed by Charter Communications, Inc.	Applicant	Cash	\$ 2,637,000.00
2	Town of Washington	Partner	Cash	\$ 91,000.00
3	Pleaseant Valley	Partner	Cash	\$ 100,000.00
4	Eau Claire County	Partner	Cash	\$ 191,000.00
5	Marshfield Clinic	Partner	Cash	\$ 10,000.00
6				
7				
8				
9				
10				
Total:				\$ 3,029,000.00

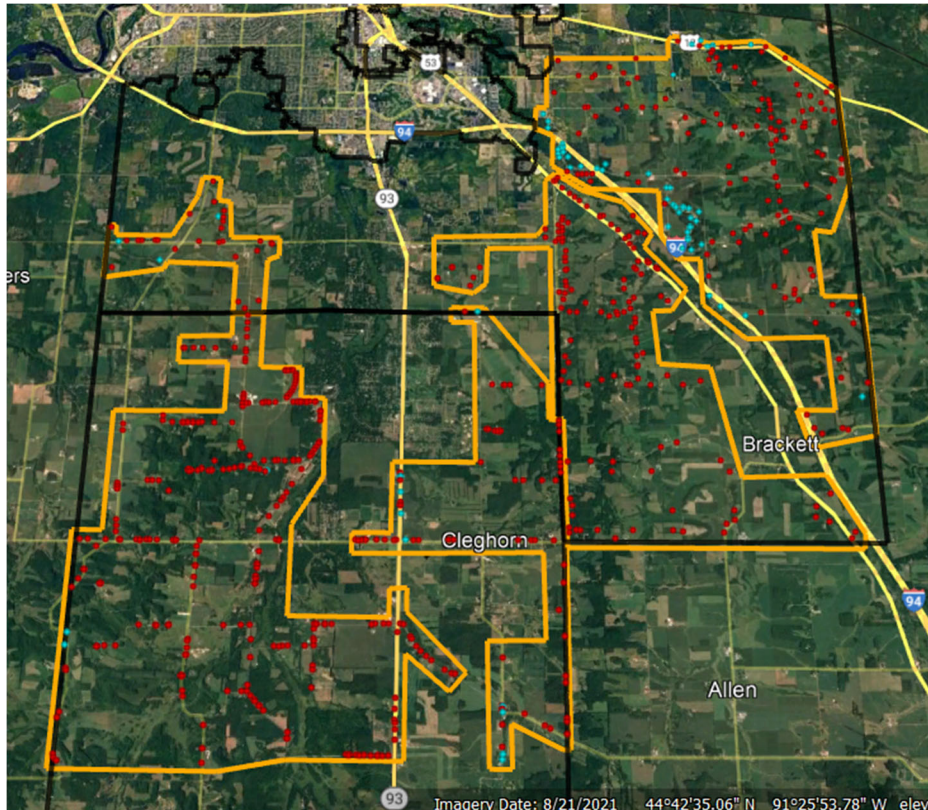
These costs do not include certain direct and indirect costs, reflecting contributions to the Project by Charter personnel that Charter is proposing to absorb itself, and for which this application does not seek grant funding. Project costs are limited to direct expenses for materials and contractor labor, only allowable expenses are included. All network builds and expansion will be fully owned by Charter. Funds requested in this Application will be used solely for the purpose of constructing and installing new broadband infrastructure throughout the designated grant area. While the Project will utilize and leverage existing facilities and assets to deliver broadband service to the Project area, Charter is not seeking funding for any portion of its existing asset base. No grant funds will be used for subsidizing operating costs.



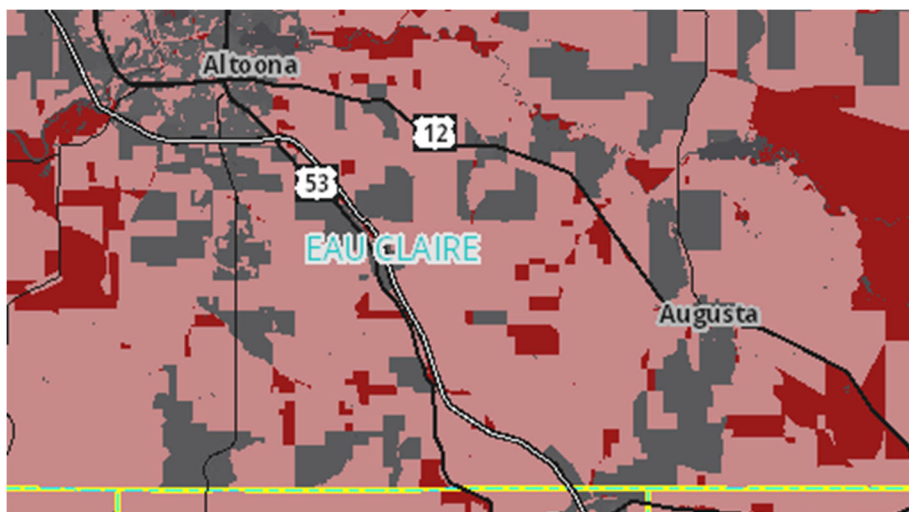
### Description of the Project Area to Be Served

The proposed Project Area is within the Towns of Pleasant Valley and Washington in Eau Claire County. The Project includes building nearly 100 miles of fiber optic network to connect an estimated 879 underserved homes, businesses and community anchor institutions. A map of the proposed Project Area is shown below along with the associated eligibility map.

Project Area:



State Eligibility Map:



## I. Executive Summary of the Project

The Towns of Pleasant Valley and Washington in Eau Claire County in collaboration with Charter is requesting a grant to construct a last-mile fiber-to-the-premises (“FTTP”) via Ethernet passive optical network (“FTTP EPON” or “EPON”) to provide service to unserved and underserved households in Eau Claire County (the “Project”). **The Project includes building nearly 100 miles of fiber optic network to connect an estimated 879 underserved homes, businesses and community anchor institutions.**

The Project will use Charter’s FTTP EPON architecture, a standardized and mature model that is operated by Charter across the country, engineered and managed to meet 1 Gbps downstream speeds, 500 Mbps upstream speeds (and engineered to be scalable to higher speeds in the future), and latency of well below 100 milliseconds. Charter’s FTTP EPON deployment is relevant and suitable for remote learning and remote working, offering very high bandwidth and low latency service attributes that accommodate numerous members of a household or small business simultaneously using bandwidth-intensive applications, such as video conferencing, telemedicine, video streaming, gaming, virtual or augmented reality sessions, and numerous other applications. New customers in the Project Area will have access to several Internet speed options, including Charter’s “Spectrum Internet” with a standard starting speed of up to 200/10 Mbps and Charter’s “Internet Gig” service at up to 1000/500 Mbps. Additional services that will be available to Charter Internet customers include, but are not limited to, anti-virus security protection and in-home WiFi. As an added benefit of its FTTP network, Charter will also be in a position to offer competitive video, mobile and voice services in the grant area.

Because Charter has a well-established process for initiating and overseeing new construction projects, existing relationships with contractors to perform design, make-ready and construction work, and holds numerous regulatory authorizations and pole attachment agreements that can facilitate prompt access to rights-of-way and utility poles, it anticipates that it would be able to start work on the Project promptly upon approval. If awarded grant funds, Charter anticipates beginning the project promptly with completion within the project period of up to 24 months, subject to timing of grant awards. Any delay in meeting that time frame related to pole attachment make-ready work required to install facilities, permitting, ability to access relevant locations, or other issues outside Spectrum’s reasonable control, including pandemic-related or raw materials shortages, would promptly be brought to the attention of the PSC in order to secure additional time to complete the Project.

## II. Priority Factors

### a. Matching Funds

Charter estimates the direct cost of this network construction at \$3,650,422, and requests a \$621,422 (17%) grant to complete the Project. Charter and T. Washington - \$91,000; Pleasant Valley - \$100,000; Eau Claire County - \$191,000; Marshfield Clinic - \$10,000 would contribute the remaining cost to complete the Project—a contribution of \$2,637,000 from Charter; and \$392,000 from T. Washington; Pleasant Valley; Eau Claire County; Marshfield Clinic, a combined \$3,029,000, or 83% of the Project’s up-front, direct construction costs. In addition, Charter will absorb all indirect costs and all operational costs of the Project going forward.

Charter’s commitment to contribute or absorb substantial costs associated with the Project, and seek grant funding for only a portion of the direct construction costs for the new network facilities, results in a budget that will leverage Charter’s existing resources, maximize the impact of grant funds, and streamline grant administration due to the limited nature of the expenditures for which Charter is seeking reimbursement.

Charter will be able to leverage its substantial existing internal resources and expertise to provide its management and supervision of the Project, and is not seeking reimbursement of its costs associated with project administration or any design, coordination, and other tasks that will be carried out by Charter internal employees within its construction, engineering, and field operations organizations. In addition to increasing the cost-effectiveness of state funds, Charter's commitment to limit the expenses included in the budget will simplify administration of the grant and verification that grant funds are expended only for allowable costs.

As set forth in the accompanying budget spreadsheet and justification, the Project includes within its proposed budget only a limited set of Charter's estimated direct, verifiable costs of construction. These consist of estimated material costs; direct contractor labor to carry out design, make-ready, and construction work; and licensing/permitting expenses. As previously stated, indirect costs and certain other direct costs associated with the effort—such as the contributions by Charter's internal employees on project design, supervision, and management—will be absorbed by Charter as part of its regular operations.

The network will also be backed and operated by Charter, the nation's second-largest broadband provider with extensive experience owning, operating, maintaining, and upgrading broadband networks, as well as well-recognized financial stability. Charter's financial resources and recognized, investment-backed commitment to rural America provide reassurance that Charter will be able to carry out the terms of the grant and continue to operate the system going forward. While these resources and assets are essential for the Project's success, Charter is not requesting any grant funding or support for its existing assets or facilities.

## **b. Public-private partnership**

### **Proposed Joint Project Between the Towns of Pleasant Valley and Washington in Eau Claire County and Charter**

The Project will be a joint effort between the Towns of Pleasant Valley and Washington and Charter, with Charter acting as the primary applicant and assuming responsibility for the construction and operation of the proposed network.

The Towns of Pleasant Valley and Washington are actively engaged with the Project, and will:

- Not require any permitting or approvals
- Support the project through collaborative oversight, community engagement, facilitating installation operations, and direct marketing activities.
- Consult with Charter to verify build-to-location data in the proposal, including final verification of Project locations.
- Support Removal of Regulatory Barriers. Charter, as described below, is well versed in managing the regulatory processes associated with the deployment of its broadband network. Nonetheless, sometimes obstacles arise that are beyond Charter's control, such as local permitting issues, pole attachments, and access to rights-of-way and easements. To the extent it is within its scope of authority, the Towns of Pleasant Valley and Washington will work with Charter to coordinate removal of these obstacles.

Charter, described in more detail below, is an experienced service provider and a leading broadband company, and is well-versed and experienced in abiding by all necessary federal, state, and local

requirements that are impacted during the build out and expansion of its network. Charter's role in the Covered Partnership will consist of:

- **Construction Management:** If the Project is selected for a grant, Charter will work with the Towns to verify Project data regarding unserved and underserved households and businesses, secure the necessary permits, pole attachments, and other authority as necessary to support the Projects. In addition, Charter will complete the construction plan (including timeframes and costs) and manage all other aspects of the construction effort, maintenance of the system, and customer intake and service delivery. All networks builds and expansion will be fully owned by Charter or a Charter affiliate.
- **Commitment of Funds and Personnel:** If the Project is selected for a grant, Charter will contribute substantial private financial and operational resources to ensure the success of the Project, consisting of:
  1. A direct cash contribution to the direct design, construction, and licensing and permitting costs for the Project (a commitment estimated at \$2,637,000, or 72% of the estimated direct construction costs of the Project);
  2. A contribution of all indirect costs of the Project, which Charter will absorb itself; and
  3. By absorbing all other direct costs of the Project not captured in the direct design, construction, and licensing/permitting costs, including supervision and management of the effort by Charter personnel.
- **Collaborating on Community Engagement:** Work with Eau Claire County to assist with digital literacy and broadband adoption strategies.

Letters of Commitment for each member of the partnership, setting forth their respective roles, are attached to this application as **Exhibit A**.

### c. Existing broadband service

The proposed Project Area is eligible for the grant program according to the PSC map, serving unserved and underserved locations. The Project will have a substantial impact in the Project Area by connecting an estimated 879 households, businesses and anchor institutions, to last-mile connections providing 100% of those locations with access to a first-in-class, Gigabit network offering speeds of up to 1000Mbps/500Mbps with very low latency, transforming the broadband offerings available in the community.

#### Current Competitor Speeds in Project Area

Wireline Carrier*	FCC Tier	Tech Type	Max Down Speed	Max Up Speed	Census Block Count	% of Project Census Blocks**
AT&T Inc.	<= 25 Mbps	DSL	6	1	15	13.3%
CenturyLink, Inc.	<= 25 Mbps	DSL	25	2	47	41.6%
CenturyLink, Inc.	> 25 and <= 100 Mbps	DSL	100	10	22	19.5%
CenturyLink, Inc.		FTTH	40	3	1	0.9%
CenturyLink, Inc.	> 500 and <= 1,000 Mbps	FTTH	940	940	1	0.9%
Tri-County Communications Cooperative, Inc.	> 25 and <= 100 Mbps	FTTH	100	100	25	22.1%
*Competitors who do not specify speeds are not included in list.						
**Does not total 100% as multiple competitors can overlap and some census blocks may be unserved						

Source: FCC Broadband 477 database Dec 2020; Map: Tableau using project area census blocks

#### d. Project impact

##### Service Offerings and Price

Upon completion, residents in the proposed Project Area will have access to Charter's Spectrum Internet Gig service (up to 1000/500 Mbps). With Spectrum Internet, customers can simultaneously stream videos, download music and more without sacrificing performance. Spectrum provides free modems and the fastest, most powerful in-home WiFi to do more on more devices.

Charter employs a nationwide pricing structure (called Spectrum Pricing & Packaging), which offers standardized pricing for each tier of broadband internet service Charter offers new customers across its service territory. Charter's pricing strategy ensures that rural customers receive the same pricing as other highly competitive areas in the state. Charter's wireline broadband offerings currently include no data caps, usage-based pricing, early termination or modem fees.

Current prices for Charter's Spectrum Internet Assist, Spectrum Internet, and Spectrum Internet Ultra service tiers, and its planned pricing for the Spectrum Internet Gig service tier, are as follows:<sup>1</sup>

**Table 1: Standard Charter Wireline Residential Broadband Service Offerings and Prices**

Speed Tier <sup>2</sup>	Downstream Mbps	Upstream Mbps	Standard Monthly Rate – without Promotional Pricing <sup>3</sup>	Installation Fee
Spectrum Internet Assist <sup>4</sup>	30	4	\$17.99	\$0.00 <sup>5</sup>
Spectrum Internet	200	10	\$74.99	\$49.99
Spectrum Internet Ultra	400	20	\$94.99	\$49.99
Spectrum Internet Gig	1000	500	\$114.99	\$49.99

In addition to the standard, non-promotional rates itemized above, Charter may also offer promotional pricing, including bundled discounts. Charter's current promotional offerings can be found at <https://www.spectrum.com/internet>.<sup>6</sup> Spectrum's terms of service will apply to all tiers of service. In addition to wireline broadband services, Charter will also offer video, voice, and mobile services in the grant area.

##### Low Income Programs

Spectrum has engaged in several initiatives and established numerous business practices that benefit consumers in need and demonstrate our commitment to the community. As described below, Spectrum has established several programs to provide low cost internet service particularly

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<sup>1</sup> All rates, speeds and terms of service stated herein are subject to change.

<sup>2</sup> Represented pricing is for wireline residential broadband service only. In addition to wireline broadband services, Charter will also offer video, voice, and mobile services in the grant area.

<sup>3</sup> Customers can add WiFi for \$5.00 per month (Spectrum Internet Assist, Spectrum Internet & Spectrum Internet Ultra).

<sup>4</sup> Spectrum's Internet Assist program provides 30 Mbps broadband to qualified families with children on the National School Lunch Program or seniors receiving supplemental income.

<sup>5</sup> For self-installation only. Additional fees may apply for professional installation.

<sup>6</sup> All promotional offers are subject to change and may not be available in all areas or to all customers.

for students and remote learning, has assisted customers struggling to pay their bills for service, and supported communities by providing good paying jobs and long-term careers, and strengthening local organizations. Charter's current programs are described below. Just recently Charter announced an enhanced affordability solution called "Internet 100" for \$29.99, which is tied to the federal government's new Affordable Connectivity Program (ACP). Customers qualifying for ACP in Wisconsin will be eligible to receive a new low-cost, low-income product offering of up to 100Mbps download and 10Mbps upload for less than the monthly \$30 ACP subsidy. This service will remain available for the duration of the ACP.<sup>7</sup> For the duration of the ACP, Charter also currently plans to continue offering Spectrum Internet Assist to customers who meet the eligibility and prefer to purchase that service.

- **Stay Connected K-12 Program:** To help address the lack of Internet connectivity faced by some student households, through the Stay Connected K-12 program, Spectrum is working directly with schools and school districts across its footprint to assist them in offering high-speed, cable broadband Internet access to students, educators, and staff in their homes. Spectrum is currently connecting thousands of students and educators through this program across the Country. This product offering helps to ensure that learning, teaching, and working are uninterrupted by giving schools and school districts the flexibility to add students to the program when needed, and provide much-needed in-home connectivity at speeds up to 50 Mbps/5 Mbps. To date, Spectrum has established such relationships with school districts in Wisconsin and 18 other states, including Alabama, California, Colorado, Connecticut, Florida, Georgia, Idaho, Indiana, Kentucky, Maine, Massachusetts, Minnesota, Missouri, New York, Ohio, Oregon, Texas, and Washington.
- **Bulk Rate Solution to Bridge Digital Divide:** Charter now also offers a bulk rate partnership opportunity for counties, municipalities, housing authorities, or other local entities to identify homes in underserved areas and provide them with a heavily discounted bulk rate for Spectrum's Internet service offering. If the County is interested in exploring a bulk rate discount program, Spectrum is happy to further discuss this at the appropriate time.

## e. Scalability

Charter's participation in the Federal Communications Commission's Rural Digital Opportunity Fund (RDOF) rural broadband expansion program will allow significant synergies with Charter's existing infrastructure and scalability in connection with this Project. Charter's RDOF will add 3168<sup>8</sup> additional locations in Eau Claire County beyond what the proposed Project would provide.

Charter's network design offers scalability that non-wireline offerings cannot match. The FTTP EPON architecture proposed for the Project will scale to support customer growth and data usage growth for

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<sup>7</sup> The discount is up to \$75 per month in Tribal Lands. The ACP is limited to one monthly service credit per household. Other program qualifications and restrictions may be found at [www.spectrum.net/support/internet/affordable-connectivity-program](http://www.spectrum.net/support/internet/affordable-connectivity-program). Terms and conditions of product service and offering may be subject to change.

<sup>8</sup> Estimated number of locations provided by the FCC at the time of award. Actual number of locations subject to future walkout, design, engineering and other verification.

(a) ever increasing application requirements; (b) increasing quality demand; and (c) lower response/latency demands for ever increasing usage of highly interactive applications.

FTTP EPON technologies leverage fiber optic cables that provide vast amounts of bandwidth over a very low loss transmission medium. Fiber backbones operated by the largest communications companies in the world, such as Charter, rely on fiber optic cables to carry Terabits per second of traffic in a single fiber strand. This same technology concept is applied in the last mile FTTP architecture, providing growth support for decades to come. Scalable elements also include routers and switches that support higher speeds and services.

As Charter adds customers over time and as customers consume more bandwidth, Charter's scalable model and proven capacity management processes will accommodate this growth. While Charter will be building a new last mile FTTP EPON network in the Project Area, this last mile network will be connected to Charter's existing robust and scalable network tiers, which are already in place and ready for growth. Charter augments its capacity through normal operating procedures, and these procedures will extend to the proposed Project Area seamlessly.

In addition, recognizing the importance of fast, reliable service for community institutions, **Charter also offers up to 100 Gbps symmetrical speeds to large businesses, schools, libraries, hospitals, and other important community institutions through customized dedicated builds by its Spectrum Enterprise business organization.** The present application and proposed budget do not include the costs of such customized builds; however, Charter's network presence in the project area would better position the company to make such offers available.

## **f. Economic development**

We live in a global economy and living and working through the pandemic has demonstrated first-hand the need for a quality, reliable broadband connection for businesses large and small.

The availability of high speed broadband is a necessity to retain the existing workforce and a key consideration of companies looking to establish or relocate facilities.

### **How an improved download and upload transmission speed could better support a specific business in the project area.**

As Wisconsin's workforce adapted to remote work, those without a reliable broadband connection struggled to stay connected. Improved download and upload speed benefit any employee working remotely.

### **How improved broadband service could impact residential property values, supported by local sales data if available.**

The availability of high-speed internet is often a contributing factor in a buyer's decision making when searching for a home. The National Realtors Association has estimated the lack of broadband could reduce the value of a home up to five percent. As buyers migrate from an urban to a rural setting, homes without access to reliable broadband are at a considerable disadvantage.



**How improved broadband service to a residential portion of the project could benefit a telecommuting population.**

The pandemic has forced employers and employees to evaluate how they work. In many cases, remote work is not only allowed, but encouraged. A robust, reliable broadband network is essential as the workplace evolves from commuting to the home office rather than the urban office. The investment from this grant will enhance the remote work experience.

**How the speeds and service being offered by the project fits with current and future economic needs of the community and local businesses.**

FTTP technology in rural communities will bring benefits that are scalable to meet future needs. Businesses benefit by having the fastest speeds available and residents benefit from technology they can utilize for remote work, remote learning, telehealth and connecting with the world.

**How the proposed project will affect the ability of individuals to access health care service from home, including any impact upon the costs of those services.**

A recent study published in January 2021 by the University Extension-Madison entitled, *Broadband and the Wisconsin Economy*, analyzes data collected by the University of Wisconsin-Madison Population Health Institute and reported in the County Health Rankings. The study found that the “*data supported the notion that a lack of access to the internet and broadband could be associated with higher levels of fair to poor health and a higher number of poor mental health days as counties that have more limited access to the internet and broadband tend to have poorer health outcomes*”<sup>9</sup>.

Charter’s proposed FTTP network is well suited for bandwidth-intensive applications like telemedicine. Charter’s FTTP network would enable customers to engage in virtual doctor visits without leaving their homes. Accordingly, telehealth is a promising approach to reduce health disparities in rural communities by bringing specialized healthcare to these communities where such care was previously unavailable. Telehealth also facilitates monitoring and follow-up care for chronic health conditions, and connecting providers in remote areas, mental health services, and access to online pharmacies. Local public health departments can also leverage telehealth approaches to better serve their communities.

**A description of how the proposed project will affect the ability of students to access educational opportunities from home.**

**Our partner offers the following input:**

The Town of Pleasant Valley is mostly residential. We have many residents who work or attend school from home. Increased access to broadband is crucial for many of these residents. 60+ letters of support from residential households indicate we have many students, teachers, business owners, medical staff and private sector employees who struggle with inadequate internet speeds in their homes. Retired residents express concerns with the inability to utilize telemedicine opportunities due to poor internet. Residents would also benefit by the ability to run multiple devices at one time in their homes, use streaming services and not have to pay extra for cellular hot spots or satellite services. Many areas in

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<sup>9</sup> <https://economicdevelopment.extension.wisc.edu/files/2021/06/2021-01-07-Broadband-Report.pdf>



the Town also have poor cellular service. The opportunities for our residents are endless if they have access to quality broadband internet service.

#### **g. Effect upon broadband service to adjacent areas**

This proposed project will not impair the ability of a broadband service provider or competing broadband service provider to extend broadband service to areas adjacent to the proposed project area.

### **III. Additional information supporting the application**

#### **a. Charter's History and Experience**

Across the nation and in Wisconsin, Charter is a leading connectivity company providing superior products and services through its Spectrum brand of services and investing in the infrastructure, technology, and people powering the future. Charter is at the intersection of technology and entertainment, facilitating communications that connect more than 32 million residential and business customers in 41 states. Charter's commitment to serving customers and exceeding their expectations is the bedrock of Spectrum's business strategy and is the philosophy that guides its 93,000+ employees (that includes the approximately 3,600 employees who call Wisconsin home).

Nationally, Charter is the second largest broadband provider. The company has achieved growth through innovation and acquisitions of cable properties, including completing transactions with Time Warner Cable and Bright House Networks. U.S. News and World Report recently named Spectrum Internet as the **"Best Internet Service Provider for Rural Areas."**<sup>10</sup> Charter's commitment to service quality has resulted in Multichannel News naming its Spectrum brand as **Operator of the Year for 2020**, CableFax naming us **"2021 MSO of the Year,"**<sup>11</sup> and CNET naming Spectrum the **"Best Cable Internet Provider"** for 2022.<sup>12</sup> Spectrum's unparalleled commitment to service quality was especially evident in response to the pandemic. Charter's network continued to perform well despite higher levels of peak bandwidth usage. And Charter accomplished all this while making adjustments to how and where we worked in response to COVID protocols.

Charter has invested nearly \$40 billion in infrastructure and technology over the last five years as part of its long-term commitment to expanding broadband access across urban, suburban and rural areas to connect more Americans. From 2018-2020 alone, Charter extended its network to reach an additional 2.5 million new homes and businesses, about a third in rural areas. Charter has recently announced a \$5 billion dollar initiative through RDOF to connect more than a million currently-unserved, mostly rural families and small businesses to reliable broadband service with speeds of up to 1 gigabit per second, including adding significant resources to its construction department focused solely on adding nearly 115,000 miles of new network infrastructure to its more than 750,000 existing miles. Charter also plans

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<sup>10</sup> U.S. News and World Report, *Best Internet Providers for Rural Areas* (July 8, 2021), <https://www.usnews.com/360-reviews/internet-providers/best-rural>

<sup>11</sup> <https://www.cablefax.com/event/2021-cablefax-top-ops>

<sup>12</sup> <https://www.cnet.com/home/internet/best-cable-internet/>

to hire more than 2,000 employees and contractors to support the expansion nationwide. Wisconsin is the state where Charter received its largest RDOF award.

Charter will use the same network deployment and operational procedures in the Project Area that are currently successfully employed across the country. These practices include documented and thoroughly tested methods of managing network performance, managing service issues at a network or customer level, and coordinating change management with minimal or no disruption to customers. All of Charter's services are delivered over its state-of-the-art network and Charter backs them up with professional customer service and support from local technicians. Charter is dedicated to bringing its clients innovative, reliable services, and responsible care.

In Wisconsin, Charter (and its predecessor companies) have been providing broadband internet service for decades. Charter currently serves over 800 communities in Wisconsin, and provides broadband internet, video and voice service to more than 1.5 million customers, operating more than 40,000 miles of plant. In 2021 Charter began its commitment to build more than 140,000 new, unserved locations in Wisconsin through RDOF. More than \$668 million will be invested in Wisconsin, which includes an expected private investment of approximately \$500 million by Charter and \$168 million in support won by Charter in the FCC's RDOF auction. For this Project, Charter will be able to draw on the experience and capabilities of its regional and local personnel building and maintaining broadband infrastructure in all of these efforts.

As stated above, Charter has extensive experience building new network across 41 states every year, including deployment of its network into unserved rural areas, is well informed and practiced in adhering to required permitting processes and laws, and has well-established procedures to ensure that its networks are always constructed consistent with all applicable legal and regulatory requirements.

Charter's construction project management system, called PRISM, contains an exhaustive guided workflow to manage all aspects of the construction process, including all necessary federal, state, and/or local governmental permits and approvals. The PRISM permit module enforces strict adherence to permitting rules, ensuring that steps in construction do not proceed without verified and approved permit documentation present in the system. Training is conducted frequently by a dedicated training group in Charter's Field Engineering support organization to ensure Charter's Construction Coordinators are well versed on the business processes and systemic solutions that projects are managed effectively and efficiently.

### **Prior broadband expansion projects**

Charter recognizes the importance of extending broadband service to unserved and underserved rural Wisconsin. Since 2014, Charter has actively participated in the Wisconsin Public Service Commission State Broadband Grant Program and has received 17 broadband grant awards. Twelve of these grant projects have been completed and of the remaining five, one is expected to be completed in the spring of 2022 and the remaining four are expected to be completed by December 31, 2024. Through these public-private projects, thousands of previously unserved and underserved residents now have access to broadband.

The below chart provides a list of our successful public/private broadband expansion efforts in Wisconsin since 2018.

### COMPLETED PROJECTS

Area	County	Community	Residential and Business Locations added	Activation date	Technology Used	Grant or Full Spectrum Investment
Pardeeville	Columbia	Village of Pardeeville	1045	Jun 2018	Hybrid Fiber Coax	Full Spectrum Investment
Dunn	Dane	Town of Dunn	117	Jun 2018	Hybrid Fiber Coax	State BB Grant
Fall River	Columbia	Village of Fall River	780	Mar 2019	Hybrid Fiber Coax	Full Spectrum Investment
King	Lincoln	Town of King	323	Jan 2020	Hybrid Fiber Coax	State BB Grant
Monticello	Green	Village of Monticello	567	Feb 2020	Hybrid Fiber Coax	Full Spectrum Investment
Orfordville & Footville	Rock	Villages of Orfordville & Footville	843	July 2020	Hybrid Fiber Coax	Full Spectrum Investment
Menominee	Menominee	Menominee Tribe	210	Dec 2020	FTTP	CARES Act Grant
Walter Dr - Woodruff	Oneida	Town of Woodruff	68	Dec 2020	Hybrid Fiber Coax	State BB Grant
Anson	Chippewa	Town of Anson	57	Dec 2020	Hybrid Fiber Coax	State BB Grant
Aedan Egan-Belgium	Ozaukee	Village of Belgium	19	Feb 2021	Hybrid Fiber Coax	State BB Grant
Strawberry Glen – Jackson	Washington	Town of Jackson	46	Feb 2021	Hybrid Fiber Coax	State BB Grant
Fairwater – Ripon	Fond du Lac	Town of Ripon	185	May 2021	Hybrid Fiber Coax	State BB Grant
Lake Michigan Dr – Sturgeon Bay	Door	Sturgeon Bay	134	Jun 2021	FTTP	State BB Grant
Marquette	Green Lake	Village of Marquette	164	Aug 2021	Hybrid Fiber Coax	State BB Grant
Randolph	Columbia	Village of Randolph	837	Oct 2021	Hybrid Fiber Coax	State BB Grant
Lyons	Walworth	Town of Lyons	53	Nov 2021	Hybrid Fiber Coax	State BB Grant
Menominee Phase 2	Menominee	Menominee Tribe	26	Dec 2021	FTTP	CARES Act Grant

**PROJECTS IN PROGRESS**

Area	County	Community	Residential and Business Locations added	Deadline to complete	Technology Used	Grant or Full Spectrum Investment
Eagle River – Silver Lake, Rangeline & Deerskin	Vilas	Towns of Washington & Lincoln	705	Summer 2022	FTTP	State BB Grant
Racine	Racine County	Countywide	2000	December 31, 2024	FTTP	State BB Grant
Kenosha	Kenosha County	Countywide	918	December 31, 2024	FTTP	State BB Grant
Walworth	Walworth County	Countywide	1648	December 31, 2024	FTTP	State BB Grant
Town of Janesville	Rock	Town of Janesville	39	December 31, 2024	FTTP	State BB Grant

**b. A description of how the proposed project will or will not duplicate existing broadband infrastructure.**

Charter will not build to any existing locations already served by Charter. Moreover, all of the locations proposed for the Project are either “unserved” or “underserved” as defined in Wis. Stat. § 196.504, so the Project does not duplicate any other provider’s existing infrastructure in any “served” area.

**c. A description of an applicant’s financial ability to undertake the proposed broadband construction project.**

Charter’s proposed Project budget includes only a limited set of Charter’s estimated direct, verifiable costs of construction. These consist of estimated material costs; direct contractor labor to carry out design, make-ready, and construction work; and licensing/permitting expenses. Indirect costs and certain other direct costs associated with the effort—such as the contributions by Charter’s internal employees on project design, supervision, and management—will be absorbed by Charter as part of its regular operations.

Once constructed, the State can also have a high degree of comfort that the Project will be sustainable. The network will also be backed and operated by Charter, the nation’s second-largest broadband provider with extensive experience owning, operating, maintaining, and upgrading broadband networks, as well as well-recognized financial stability. Charter has substantial cash flow, revolver capacity, and access to the capital markets. Charter’s financial resources and recognized, investment-backed commitment to rural America provide reassurance that Charter will be able to carry out the terms of any grant and continue to operate the system going forward.

Charter Communications, Inc., the company behind the customer-facing brand of Spectrum, is a Fortune 70 company with a market capitalization near \$100 billion. All portions of the project to be funded by Charter will be funded from the company’s general construction budget. Full copies of Charter’s most recent financials can be accessed here:

- Annual Report to Shareholders: <https://ir.charter.com/financial-information/annual-reports>
- SEC Filings: <https://ir.charter.com/financial-information/sec-filings>

- Annual Form 10-K for year ended December 31, 2021: <https://ir.charter.com/static-files/63606f63-1b11-4d60-91a0-5395f1552592>

Charter funds its construction projects using a centralized holding company planning model. For the proposed Project, Charter will aggregate needs and accumulate funds at the holding company level using a mix of available funding pools, including ongoing business free cash flow, existing credit lines, and new bond issuances, which could include high yield or investment grade bonds similar to those in our debt structure today. Our goal is to mix these resources as efficiently as possible. We continually evaluate our collective funding need and utilize funding mechanisms based on what is currently most advantageous for Charter. Our centralized funding entities will then disperse funds to the Charter affiliate participating in the Project to fund the Project on an as needed basis.

Charter has more than adequate cash flow to meet all Project obligations, including both initial construction and ongoing operation of the proposed network. Charter's free cash flow generally reflects the cash flow from our business that is available for investment, debt repayment, or for distribution to our shareholders in a given year. Free cash flow has already been reduced for our expected interest payments and normal capital expenditures. Charter's free cash flow in 2018, 2019, 2020, and 2021 was \$2.2b, \$4.6b, \$7.1b, and \$8.7b, respectively. Collectively, our free cash flow, revolver capacity, and access to capital markets reflect more than sufficient resources to fund the proposed Project. In addition, consensus estimates of our ongoing free cash flow would be more than sufficient to fund our debt maturity obligations as they come due, along with allowing us to continue to operate our business, including the build-out systems.

Exhibit A includes 40 documents received in support of the Project.



March 17, 2022

Ms. Steffany Powell Coker  
Secretary to the Commission  
Public Service Commission of Wisconsin  
4822 Madison Yards Way  
North Tower - 6th Floor  
Madison, WI 53705-9100

RE: FY 2022 BROADBAND EXPANSION GRANT APPLICATION

Dear Ms. Coker:

In response to The Fiscal Year 2022 Broadband Expansion Grant Cycle in collaboration with Spectrum Mid-America, LLC, by its manager, Charter Communications Inc. Charter ("Spectrum" or "Charter") hereby submits the enclosed Application, which we believe appropriately recognizes the urgency of the request and sets forth a straight-forward implementable plan to connect the most unserved and underserved homes utilizing the available funding.

**Our proposal, if accepted, will deliver robust high speed internet with up to 1 gigabit per second ("Gbps") download and 500 megabits per second ("Mbps") upload speeds, to 879 locations identified in Spectrum's Application in Eau Claire County, using fiber-to-the-premises (FTTP EPON) technology.**

Charter has invested nearly \$40 billion in infrastructure and technology nationally over the last five years as part of its long-term commitment to expanding broadband access across urban, suburban and rural areas to connect more Americans. In 2021, Charter extended its network to reach an additional 1.1 million new homes and businesses across the country, including an additional 41,000 in Wisconsin.

Backed by more than 3,591 local employees, \$670 Million in capital investment in Wisconsin over the last two years, and a robust gigabit capable network, we are uniquely positioned to meet your objectives in a more efficient and meaningful way than any other applicant.

Charter recognizes the urgent need for extending access to reliable broadband to all its residents. Charter, through its Spectrum brand of companies, currently serves approximately 1.5 million customers in Wisconsin, and more than 32 million customers nationwide. Over an advanced communications network, the company offers a full range of state-of-the-art residential and business services including Spectrum Internet, TV, Mobile and Voice.

Our continued commitment to providing broadband in the State is further evidenced by our 2021 announcement to build more than 140,000 unserved locations in Wisconsin through the Federal Communications Commission's Rural Digital Opportunity Fund ("RDOF") auction. More than \$668 million will be invested in Wisconsin, which includes an expected private investment of approximately \$500 million by Charter and \$168 million in support won by Charter in the FCC's RDOF auction. In Eau Claire County we will be building 3,168 RDOF locations.

Each day that passes without connectivity increases the gap between those who have broadband and those who do not. We believe this proposal echoes the State's strong desire to bring connectivity to unserved and underserved residents of the state. Charter is excited for the opportunity to work with the Wisconsin Public Service Commission to bring continued major investment of broadband expansion in the State.

Please find the detail of our response enclosed. Again, we are pleased to be considered for such an important and ambitious project. Thank you for your leadership on this critical issue.

Sincerely,

A handwritten signature in dark ink, appearing to read 'AR', with a stylized, flowing script.

Adam Raschka,  
Regional Senior Director, Government Affairs



# Marshfield Clinic Health System

**Marshfield Medical Center**  
1000 North Oak Avenue  
Marshfield, WI 54449

March 1, 2022

Ms. Kristy Nieto, Division Administrator  
Public Service Commission of Wisconsin  
4822 Madison Yards Way  
Madison, WI 53707-9100

Re: Letter of Support/Commitment for the Town of Washington Broadband Expansion Grant proposal

Marshfield Clinic is an integrated health system located in Marshfield, WI serving central, north-central and north-western Wisconsin, this includes patients who reside in Eau Claire County. We are a Mission, Vision and Value's driven organization that strives to "Enrich the Lives of those we serve". MCHS has used Telehealth to reach unserved and underserved populations throughout Wisconsin since 1997.

MCHS is supportive of the efforts of this proposed project by the Town of Washington in partnership with Charter Communications and offer this letter of support and commitment for their grant application. Further, Marshfield Clinic Health System will contribute \$10,000 to the Town of Washington toward this project if it is awarded grant funds by the Public Service Commission. This project includes 445 homes in the Town of Washington as well as 428 homes in the Town of Pleasant Valley with fiber optic internet service.

Over the course of the last 6 years, MCHS has worked closely with the communities we serve in an effort to help them prepare for a time in which more healthcare can be delivered using technology directly into the patient's home. The COVID-19 Pandemic accelerated the move to delivering care via telehealth much more quickly than expected. However, Telehealth was able to respond quickly and offer continued access to healthcare services by our patients throughout the Pandemic. Since March of 2020, MCHS has completed over 400,000 telehealth encounters that were not permissible prior to the Pandemic. Despite the rapid advancement of Telehealth, access to broadband internet services continue to be our patient's top barrier in accessing these services.

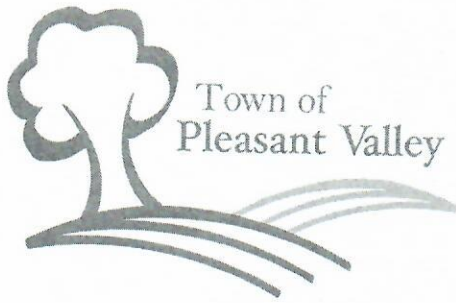
Looking forward to a Post-COVID world, Telehealth is not going away. Federal legislation is expected to make these new flexibilities to use telehealth permanent. Telehealth visits allow patients better access to healthcare without the need to travel or miss work or school. This allows patients to more conveniently maintain their chronic illness appointments, have a visit with their Primary Care Doctor or complete needed follow-up care. A number of new services are likely to join the array of telehealth services already offered by health systems across the country. A patient's access to broadband at home will be a determining factor in which services they can consume and which they cannot. MCHS will be at the forefront of offering these new care modalities.

Collaborative efforts are needed to expand broadband across Wisconsin and MCHS is proud to support this Broadband expansion project and we urge the Public Service Commission to fund this project.

Sincerely,

Susan Turney MD, MS, FACP, FACMPE  
CEO





S10414 Cty Rd HHI, Eleva, WI 54738  
715-878-4645 • townofpleasantvalley@gmail.com  
www.townofpleasantvalley.com

February 14, 2022

Stephanie Powell Coker  
Secretary to the Commission  
Public Service Commission  
4822 Madison Yards Way  
North Tower 6<sup>th</sup> Floor  
Madison, WI 53705-9100

RE: Town of Pleasant Valley Broadband Expansion Grant – Charter Communications

Dear Commission Members,

The Town of Pleasant Valley has received ARPA (American Rescue Plan Act of 2021) funds from the federal government. In collaboration with Eau Claire County, Charter Communications and Tri- County Communications (TCC), the Town Board has decided to pursue expanding highspeed broadband internet coverage to the entire Town. Eau Claire County has committed to match our ARPA dollars if the funds are spent on broadband expansion. Charter and TCC already have coverage within areas of the Town and the remainder of the Town is covered by Centurytel.

Recent speed tests have proven most of the Centurytel coverage in Pleasant Valley is considered underserved. With our recent speed test results, the residents served by Centurytel have proven the current maps indicating existing high-speed internet service via census blocks contains numerous inaccuracies. The Town recently requested letters of support from the residents and home-based businesses in the underserved areas and the response was overwhelmingly supportive.

Both Charter Communications and TCC have been very cooperative with communications, have agreed not to duplicate services in any areas which will receive the funding and are applying for Broadband Expansion Grants on our behalf through the Public Service Commission.

The goal of the Town of Pleasant Valley is to work for the betterment of our area and facilitate economic stability and growth. Technology and especially access to high-speed internet has long been a catalyst to driving economic diversity and stability. In today's business climate, access to high-speed transmissions are critical tools for business and residents. The ability for our area to offer high speed internet is critical to our residents and essential for education, industry, public safety, telemedicine and entertainment. Via resolution, Pleasant Valley became a Telecommuter Forward

## SCHOOL DISTRICT OF ELEVA-STRUM

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**Mr. Cory Kulig**  
Superintendent of Schools  
kuligc@esschools.k12.wi.us

Mr. Joshua Skoug  
Middle/High School Principal  
skougj@esschools.k12.wi.us

Mr. Marty Kempf  
Elementary Principal  
kempfm@esschools.k12.wi.us

2/7/2022

Steffany Powell Coker  
Secretary to the Commission  
Public Service Commission  
4822 Madison Yards Way  
North Tower 6<sup>th</sup> Floor  
Madison, WI 53705-9100

To Whom It May Concern:

I am writing this letter in support of the Town of Pleasant Valley and their work to improve the technology and access to high-speed internet in our area. This work will have a profound impact in helping to stimulate economic growth and provide the stability for those seeking quality technology access in a rural setting.

Broadband access inequities became widely known following the onset of the COVID-19 pandemic. Our efforts to provide remote learning to the students in our district were hampered by this access and made our efforts much more challenging.

I am excited for the work that is ahead and look forward to making improvements in access for everyone.

Sincerely,

Cory Kulig, Superintendent





# Warren Petryk

State Representative • 93rd Assembly District

February 3rd, 2022

Steffany Powell Coker  
Secretary to the Commission  
Public Serve Commission  
4822 Madison Yards Way  
North Tower 6<sup>th</sup> Floor  
Madison, WI 53705-9100

## **RE: Town of Pleasant Valley Broadband Grant**

Dear Commission Members,

I write to you today to express my support for the Town of Pleasant Valley receiving the PSC Broadband Expansion Grant.

Increasing broadband access in the Town of Pleasant Valley would enable community members to access much needed services such as telehealth and virtual school, as well as maintain relationships with friends and family members during the COVID-19 pandemic. This important project will also maximize Western Wisconsin's potential to have a flourishing economy.

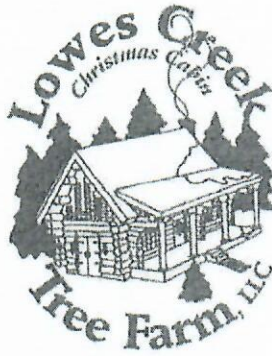
I ask you to please consider and approve the Town of Pleasant Valley Broadband Expansion Grant which will support economic development and foster increased access to improve the lives of the citizens of the township.

Thank you for your consideration. If you have any questions for me, please feel free to contact me in my office at (608) 266-0660.

Sincerely,

A handwritten signature in black ink, appearing to read 'Warren Petryk', written over a circular stamp or seal.

Warren Petryk  
State Representative  
93<sup>rd</sup> Assembly District



S 9475 Lowes Creek Road  
Eleva, WI 54738  
(715) 878-4166 (Farm)

February 10, 2022

To Whom It May Concern,

This is a letter of support for the Town of Pleasant Valley, Eleva, WI 54738 to receive highspeed broadband internet expanded coverage for its' residents.

We own two properties in the Town of Pleasant Valley, one is our residence and one is our 290 acre Farm that we operate as a Christmas Tree Farm and a retail Garden Market and landscape business.

We have paid Century Link ( Century Tel ) for our internet service for over 30 years. We have had to rely on the subpar internet speeds/coverage for our personal computers, our business computers, our business credit card terminals and our employee online timeclock system.

We contact Century Link regularly with the many service interruptions and inconsistencies and slow or non existent upload and download speeds for business data . We have not gotten any resolution to any of the issues up to this point.

At the time of this writing, 1:00 pm on Thursday, February 10, 2022, the broadband speed test is 6.46 mbps download and .77 mbps upload. The download speed has varied anywhere between 5-7 mbps.

It is obvious to anyone attempting to conduct a business with useful internet tools, that this coverage is inadequate in the present environment.

Please consider those here in the Town of Pleasant Valley when discussing expanding this underserved internet population.

Thank you in advance,

*Therese & Tim Olson*

Therese and Tim Olson, Owner, Lowes Creek Tree Farm, LLC



Ryan and Erin Hanson – Hanson Consulting, Inc.  
S9255 Lowes Creek Rd, Eleva, WI 54738  
715.559.8419 ryan@hci-it.com

1/22/2022

To Whom it May Concern:  
Town of Pleasant Valley  
S10414 County Rd HHI, Eleva, WI 54738

We currently have DSL internet through CenturyTel. Our current internet speed is 6mpbs down/.768mbps up. These speeds are barely functional compared to the high-speed internet we had at our previous residence, so we're excited that the township is taking initiative to provide high speed access to the community.

When we first moved to Pleasant Valley, I contacted CenturyTel, TCC, Charter and AT&T in an attempt to obtain higher speed internet as we run an IT Consulting firm servicing local businesses and school districts out of our home office. The only provider we were able to get a quote from for fiber was AT&T who quoted a monthly recurring cost of \$1,732 for 20mbps. This price would not decrease after their buildout cost was recouped. They would not let us pay for the buildout out of pocket and then pay only bandwidth fees going forward. This was cost prohibitive, so we've been stuck with our antiquated DSL service. Running our business over DSL has been doable but painful at DSL speeds.

Nearly a year ago, we signed up for Starlink's low latency low orbit satellite service but have yet to receive any positive information regarding when this could happen. It's also a beta service with no promise of reliability.

Our location just north of the Lowes Creek Tree Farm puts us behind a hill topographically which cuts our cellular data speed down to 5mbps at best from Verizon. Speed tests with AT&T Wireless are equally slow.

Having previously surveyed the area, we've found that there is a Charter fiber line traversing Cedar Rd. 2000' to our north as well as 5000' to our south on HH. Charter was

unwilling to discuss extending that line south at the time. I spent hours on the phone attempting to at least get a quote to compare with AT&T.

The lack of quality internet makes everything that relies on good internet access more difficult. Trying to make our business successful, accessing healthcare during the pandemic via telemedicine, furthering our education, or any sort of internet-based entertainment proves difficult. We would be ecstatic if any progress from any provider was made to get us actual affordable high-speed internet instead of the DSL service we currently struggle with.

Sincerely,

Ryan and Erin Hanson

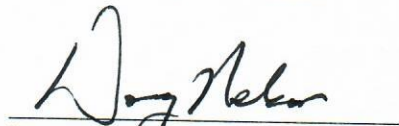

Certified community in November of 2019.

The Broadband Expansion Project Charter Communications is proposing in the Town of Pleasant Valley, Eau Claire County is of great interest to us. Without access to highspeed internet, our development will continue to be hampered by our limited broadband speeds. We have numerous residents who are anxious to join the rest of the world in the 21st century with competitive broadband speeds.

Please accept this letter of support from the Town Board of Pleasant Valley for Charter Communications Broadband Grant application. In our view the project is a good fit for the State of Wisconsin's Broadband Expansion Grant, and is a project we highly recommend and support.

Please feel free to contact Clerk/Treasurer Jen Meyer at [townofpleasantvalley@gmail.com](mailto:townofpleasantvalley@gmail.com) or 715-878-4645 with any questions.

Sincerely,  
Town of Pleasant Valley Board

  
Dan Hanson, Chairman  
Doug Nelson, Supervisor  
Dan Green, Supervisor



TOWN OF WASHINGTON ♦ EAU CLAIRE COUNTY, WISCONSIN  
5750 Old Town Hall Road ♦ Eau Claire WI 54701  
(715)834-3257 ♦ Fax (715)834-3325 ♦ [www.townofwashington.org](http://www.townofwashington.org)

March 1, 2022

Steffany Powell Coker  
Secretary to the Commission  
Public Service Commission  
North Tower, 6<sup>th</sup> Floor  
Hill Farms State Office Building  
4822 Madison Yards Way  
Madison, WI 53705

Dear Ms. Coker,

I am writing today in support of Charter Communications (Charter) and the Town of Washington's joint application for a broadband expansion grant for a project within the Town of Washington. Attached you will find a copy of a resolution approved by the Town of Washington that appropriates \$91,200 toward the project cost. The direct financial commitment by the Town of Washington demonstrates the importance of the project to the Town and signifies our commitment to partnering with Charter on expanding broadband access in our Town.

The Town of Washington is pleased to partner with Charter, particularly in light of the financial commitment offered by Charter to fund 72% of the project to reach 445 unserved and underserved locations.

The project will be a joint effort between the Town of Washington, Town of Pleasant Valley, Eau Claire County and Charter, with Charter acting as lead applicant and assuming responsibility for the construction and operation of the proposed network. Funds requested in this application will be used solely for the purpose of constructing and installing broadband infrastructure throughout the designated grant area.

In support of Charter's efforts to complete the project, the Town of Washington will work with and assist Charter in removing obstacles that arise outside of Charter's control, such as local permitting issues, pole attachments, and access to rights-of-way and easements. To the extent it is within its scope of authority, the Town of Washington would work with Charter to help remove these types of obstacles.

The Town of Washington is a Telecommuter Forward! Community.

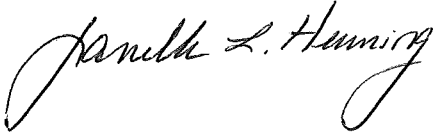
This project is very important to the people of the Town of Washington and will have substantial impact on this community. Extending broadband service to this project area will provide economic development benefits for small businesses working hard to stay in operation despite the COVID-19 pandemic, support for remote and work from home employees, and support for those individuals who could re-enter the workforce if they could resolve childcare issues by



working remotely. The Town of Washington will see similar benefits of broadband expansion on improved access to remote learning within the affected school districts.

We are committed to partnering with Charter to help ensure that they can accomplish a project of this size within the time constraints required by the grant award. We look forward to working with Charter to deliver greater broadband access in the Town of Washington and we respectfully request that the Public Service Commission grant the award to continue the important work of expanding broadband access in the Town of Washington.

Sincerely,

A handwritten signature in cursive script, reading "Janelle L. Henning". The signature is written in dark ink and is positioned above the printed name and title.

Janelle Henning  
Administrator / Clerk / Treasurer

Town of Washington  
Eau Claire County, Wisconsin

**Resolution 2022-02-17**  
Broadband Expansion Grant Application  
Public/Private Partnership Agreement

WHEREAS, the Town of Washington seeks to help provide access to broadband services in unserved and/or underserved areas and to encourage economic development within its boundaries; and

WHEREAS, Charter Communications proposes to construct broadband infrastructure to reach the unserved and/or underserved resident and business locations in the Town where such service is currently unavailable or is prohibitively expensive; and

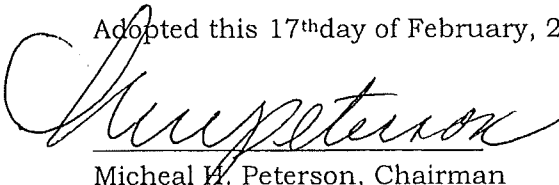
WHEREAS, Charter Communications is applying for a Public Service Commission Broadband Grant ("Grant") to build a Fiber-To-The-Premise ("FTTP") project in a hard-to-serve area in the Town; and

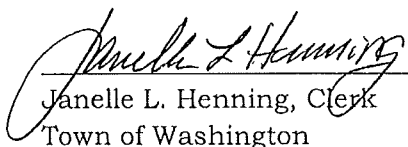
WHEREAS, the Town desires to enter into the Agreement to work with Charter Communication to secure funding through application to the grant; and

WHEREAS, the Town has been certified as a Telecommuter Forward! community by the Public Service Commission of Wisconsin as described in WI State Statute 196.5045.

NOW, THEREFORE, BE IT HEREBY PROCLAIMED that the Town of Washington agrees to cooperate and exercise their powers jointly for the purpose of providing support and/or revenues for the project. The Town agrees to be responsible for \$ 91,200<sup>00</sup> of the estimated project cost contingent upon PSC approval. Charter Communications agrees to be responsible for the balance of the cost of the project in addition to all costs and expenses that exceed the estimated project cost. The Town shall pay Charter Communications the full amount upon Charter's submission of final construction documentation to the Public Service Commission of Wisconsin.

Adopted this 17<sup>th</sup> day of February, 2022

  
Micheal H. Peterson, Chairman  
Town of Washington

  
Janelle L. Henning, Clerk  
Town of Washington

Town of Washington  
Eau Claire County, Wisconsin

**Resolution 2021-12-16**

In Support of Telecommuting Opportunities  
and Telecommuter Forward! Certification

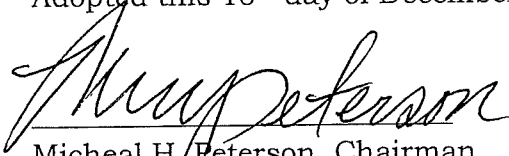
WHEREAS, the Town of Washington supports and commits to promote the availability of telecommuting options; and,

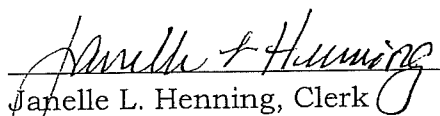
WHEREAS, the Town of Washington hereby appoints the Town Administrator as the single point of contact for coordinating telecommuting opportunities within the Town of Washington including the following responsibilities:

1. Coordination and partnership with broadband providers, realtors, economic development professionals, employers, employees, and other telecommuting stakeholders.
2. Collaboration with broadband providers and employers to identify, develop, and market telecommuter-capable broadband packages.
3. Communication and partnership with broadband providers and economic development professionals to develop common goals.
4. Promotion of telecommuter-friendly workspaces, such as business incubators with telecommuting spaces, if such a workspace has been established in the political subdivision at the time the political subdivisions adopts the resolution.
5. Familiarity with broadband mapping tools and other state-level resources.
6. Maintaining regular communication with the state broadband office.
7. Making regular reports to the Town Board of the Town of Washington.

NOW, THEREFORE, BE IT HERBY PROCLAIMED that the Town of Washington supports telecommuting opportunities for the Town of Washington in its application for Telecommuter Forward! Community certification.

Adopted this 16<sup>th</sup> day of December, 2021

  
Micheal H. Peterson, Chairman  
Town of Washington

  
Janelle L. Henning, Clerk  
Town of Washington

Town of Pleasant Valley  
Eau Claire County  
Wisconsin

Resolution No. 19-16-20  
In support of Telecommuting Opportunities  
And  
Telecommuter Forward! Certification

WHEREAS, the Town of Pleasant Valley supports and commits to promote the availability of telecommuting options; and,

WHEREAS, the Town of Pleasant Valley hereby appoints the Town Chair as the single point of contact for coordinating telecommuting opportunities within the Town of Pleasant Valley including the following responsibilities:


1. Coordination and partnership with broadband providers, realtors, economic development professionals, employers, employees, and other telecommuting stakeholders.
2. Collaboration with broadband providers and employers to identify, develop, and market telecommuter-capable broadband packages.
3. Communication and partnership with broadband providers and economic development professionals to develop common goals.
4. Promotion of telecommuter-friendly workspaces, such as business incubators with telecommuting spaces, if such a workspace has been established in the political subdivision at the time the political subdivisions adopts the resolution.
5. Familiarity with broadband mapping tools and other state-level resources.
6. Maintaining regular communication with the state broadband office.
7. Making regular reports to the Town Board of the Town of Pleasant Valley.

NOW, THEREFORE, BE IT HEREBY PROCLAIMED that the Town of Pleasant Valley supports telecommuting opportunities for Eau Claire County in its application for Telecommuter Forward! Community certification.

Adopted this 11<sup>th</sup> day of November, 2019

Town of Pleasant Valley

  
Chairman

  
Attest - Clerk



**RESOLUTION NO. 22-16-06**

**Town of Pleasant Valley**

**Eau Claire County**

**WHEREAS**, the Town of Pleasant Valley is the recipient of American Rescue Plan Act funds and Eau Claire County has committed to match the spent dollars if the funds are spent on broadband expansion; and

**WHEREAS**, The Town of Pleasant Valley, in recognition of the broadband underserved areas of its community, seeks to enter into a quasi-public/private venture to obtain, maintain and increase broadband coverage for the support of education, health care, growth of business, retention of existing business, tourism promotion, and overall economic vitality and sustainability; and

**WHEREAS**, the Town of Pleasant Valley Board, desires to commence a project consisting of the construction and operation of fiber optic communications services to provide the most advanced infrastructure to unserved and underserved residents of the Town of Pleasant Valley; and

**WHEREAS**, The Town of Pleasant Valley has been in communication with two broadband providers and the providers have agreed upon a mutual division of the Town so that expanded services funded with the assistance of ARPA funds is not duplicated; and

**WHEREAS**, The Town of Pleasant Valley desires to pursue a Broadband Expansion Grant offered by and through the State of Wisconsin Public Service Commission; and

**WHEREAS**, The Town of Pleasant Valley desires to pursue and make application for any and all grant money available for broadband coverage with the assistance of Charter Communications; and

**WHEREAS**, Charter Communications has committed 72% of the project cost (\$1,954,048) towards the project in the mutually defined areas of the Town of Pleasant Valley; and

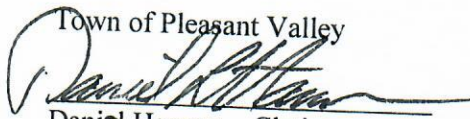
**NOW, THEREFORE**, be it resolved by the undersigned as follows:

**RESOLVED**, that The Town of Pleasant Valley authorizes the application to the State of Wisconsin Public Service for a Broadband Expansion Grant in partnership with Charter Communications; and

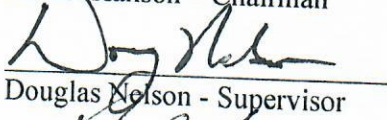
**RESOLVED FURTHER**, that The Town of Pleasant Valley jointly with Eau Claire County, will, upon approval of the grant application by the Public Service Commission, provide the amount of \$200,000 towards said project. (\$100,000 from the Town and \$100,000 from Eau Claire County)

Adopted this 14<sup>th</sup> day of February 2022

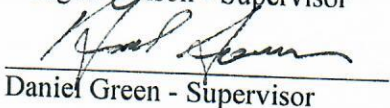
Town of Pleasant Valley



Daniel Hanson - Chairman



Douglas Nelson - Supervisor



Daniel Green - Supervisor

Attested



Jennifer Meyer - Clerk



# Warren Petryk

State Representative • 93rd Assembly District

Friday, March 11, 2022

Public Service Commission of Wisconsin  
Attn: Steffany Powell Coker, Secretary to the Commission  
4822 Madison Yards Way  
Madison, WI 53705

**RE: Eau Claire County Broadband Expansion Grant**

Commission Members,

I write to you today to express my support for Eau Claire County receiving the PSC Broadband Expansion Grant on behalf of Charter Communications.

Should Charter Communications receive the PSC Broadband Expansion Grant, their projects will bring service to 879 homes and businesses stretching across many miles of line in Eau Claire County. This project will connect my constituents in the area with access to much needed broadband internet.

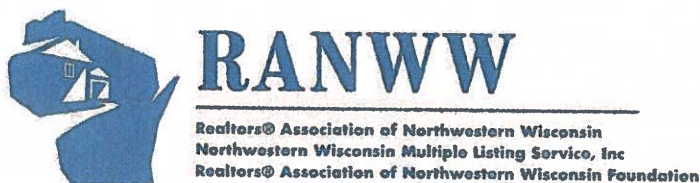
Increasing broadband internet access in Eau Claire County would enable community members to access much needed services such as telehealth, virtual school and maintain relationships with friends and family members as our state begins to return to normalcy after the COVID-19 pandemic. This important project will also maximize Western Wisconsin's potential to have a flourishing economy.

I ask you to please consider and approve Charter Communications and Eau Claire County's Broadband Expansion Grant which will support economic development and foster increased access to telehealth and virtual learning among many other needed resources and services.

Thank you for your consideration. If you have any questions of me, please feel free to contact me in my office at (608) 266-0660.

Sincerely,

Warren Petryk  
State Representative  
93rd Assembly District



**March 10, 2022**

**Public Service Communications of Wisconsin  
Broadband Grant Office  
4822 Madison Yards Way  
North Tower – 6<sup>th</sup> Floor  
Madison, WI 53705-9100**

**RE: Charter Communication application for Broadband Expansion Grant in the Town of Washington and Town of Pleasant Valley, Eau Claire County**

I am writing to support a new 2022 Broadband Expansion Grant in Eau Claire County. The Town of Washington and the Town of Pleasant Valley are located to the south of the city limits and have seen extraordinarily robust growth over the past decade. That growth is only increasing with new developments in both townships, and in the case of the Town of Pleasant Valley, they are looking at the largest housing project in county history. Those homes are going to require high speed broadband.

COVID-19 has laid bare the ever-increasing need for not only rural broadband, but high-speed Internet access. Large metropolitan areas such as Minneapolis-St. Paul and Chicago have seen large decreases in the number of workers that went to the office during COVID. With the pandemic beginning to wane, many of those employees, and the employers they work for, have seen an exodus from the city to rural areas in Wisconsin, where high speed Internet is needed, but extremely hard to find, leaving many buyers scrambling for a place to live that has adequate broadband to meet their needs.

Prior to COVID, the National Association of REALTORS® assessed a “work from home” score for every market in the country. In Wisconsin, Eau Claire County ranked tied for fourth in people working from home. That number has increased during COVID and is likely to continue once the pandemic has ended or at very least subsided.

Another issue is that of “heads in boxes.” Regardless of platform, Cisco, Zoom, Microsoft Office, anyone needing to stream video files, spend hours in front of a camera and microphone for their work daily needs enough bandwidth to meet the current needs of the work at home professional, but also be positioned to respond to future changes in technology. The proposed 1 Gigabit downstream and five hundred Megabit upstream should be adequate to meet the needs of those who seek it. Families with children who engage in distant learning, and those working at home should be well served with this speed.



Eau Claire continues to grow and has worked hard to become a destination for the arts, music, and our quality of life for all its citizens. It is also a city that has seen strong housing growth during COVID and faces its share of housing issues. Low inventories, lack of workforce housing and lack of any meaningful Internet service outside of the city limits have constricted the growth potential that Eau Claire could achieve. The addition of high-speed broadband Internet in a growth area of the county makes sense.

I would encourage you to approve this grant for the Town of Washington and the Town of Pleasant Valley.

Regards,



Bruce King

Government Affairs Director

REALTORS® Association of Northwestern Wisconsin

3460 Mall Drive Suite 5A

Eau Claire, WI 54701





**Eau Claire County**  
**BROADBAND COMMITTEE**  
Eau Claire County Courthouse - Room 3344  
721 Oxford Avenue  
Eau Claire, Wisconsin 54703-5212  
(715) 839-4741

March 3, 2022

Steffany Powell Coker  
Secretary to the Commission  
Public Service Commission of Wisconsin  
4822 Madison Yards Way  
North Tower- 6th Floor  
Madison, Wisconsin 53705-9100

RE: Charter Communications - Wisconsin Public Service Commission Broadband Expansion Grant Application – Town of Pleasant Valley and Town of Washington

Dear Ms. Powell Coker:

The Eau Claire County Broadband Committee strongly supports the proposed Charter Communications project that will provide fiber to 873 unserved/underserved passing's in the Eau Claire County Towns of Pleasant Valley (428 passing's) and Washington (445 passing's). With this project, the residents and businesses in the each of the towns will have access to high-speed broadband internet service. The proposed project is a public-private partnership between Charter Communications and the Towns of Pleasant Valley and Washington. The Townships are committing \$ 191,200 (\$100,000 from Pleasant Valley and \$91,200 from Washington) of their American Rescue Plan Act (ARPA) funds to this project and Eau Claire County will match that amount if their grant application is approved.

In our digital age, inadequate broadband infrastructure disproportionately affects small, rural communities. Poor broadband infrastructure limits the ability of residents to take advantage of virtual learning opportunities, to work remotely, and to access telehealth options. Poor broadband infrastructure puts rural communities at a competitive disadvantage and is a major roadblock to economic development compared to communities with high-speed broadband services. Local businesses are losing opportunities because of poor Internet connections. The fact of the matter is, that in our connected economy, access to a high-speed broadband Internet connection is an absolute necessity.

Eau Claire County is committed to expanding broadband infrastructure throughout the County. In 2019, the Eau Claire County Broadband Committee was formed. Made up of eleven members with varied broadband expertise and backgrounds, they have been working to build strong relationships with Internet Service Providers (ISPs), Townships, and other partners to expand broadband access, especially in rural areas. What follows are some of the Committee's accomplishments toward that goal:

- Advocate for the expansion of broadband infrastructure access to residences and businesses
- Strong supporter of the town and internet service provider partnerships
- Recipient of the PSC Broadband Forward Community designation
- Supported towns to be designated as Broadband Telecommuter Communities
- Developed an online broadband survey with a speed test to collect more accurate data for use in grant applications
- Committed to provide a financial match for successful PSC Broadband Expansion Grant applications
- Partnered with UW–Eau Claire to develop a Digital Navigator program
- Partnering with United Way of the Greater Chippewa Valley to develop a Digital Equity & Inclusion program
  - NOTE: These last two would be available to Town of Pleasant Valley and Town of Washington residents and businesses to increase adoption and improve technical skills.

As the Chair of the Eau Claire County Broadband Committee, I urge you to approve the grant proposal to expand broadband access in the Towns of Pleasant Valley and Washington. Enhanced broadband services will give residents the ability to stay connected, enable them to take advantage of virtual learning opportunities, enable them to work remotely, and enable them to access telehealth options. It will also give businesses the ability to take advantage of economic development opportunities they cannot take advantage of now.

Thank you for your time and consideration.

Sincerely,

Donald Mowry, Chair  
Eau Claire County Broadband Committee



February 24, 2022

Steffany Powell Coker  
Secretary to the Commission  
Public Service Commission  
4822 Madison Yards Way  
North Tower 6<sup>th</sup> Floor  
Madison, WI 53705-9100

Dear Steffany Powell Coker:

The Chippewa Valley Technical College (CVTC) is in support of the Town of Pleasant Valley's grant application through the Wisconsin Broadband Expansion Grant program. This grant application supports the Chippewa Valley Technical College's mission:

*CVTC delivers innovative, applied, and flexible education that supports a diverse community of learners, improves the lives of students, and adds value to our communities.*

Faster and more reliable broadband for CVTC District residents will provide more opportunities for CVTC stakeholders to enroll in the desired educational opportunities available from CVTC. These opportunities include the CVTC Learning Management Systems, On-line courses, Hybrid courses, Business and Industry training and course work for High School students. In order for CVTC to be able to deliver programming to district residents, fast and reliable broadband is necessary.

CVTC supports the Wisconsin Broadband Expansion Grant program which in turn will provide opportunities for residents and businesses within the CVTC District. CVTC supports this grant application and hopes that the grant request that is being brought forward by the Town of Pleasant Valley is approved.

If you have any questions, please feel free to reach out to Thomas Lange, Chief Information Officer of CVTC at 715-831-7285.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas Lange'.

Thomas Lange  
Vice President of Information Technology and Chief Information Officer  
Chippewa Valley Technical College  
[Tlange8@cvtc.edu](mailto:Tlange8@cvtc.edu)  
715-831-7285

Eau Claire Campuses

Clairemont  
West  
Gateway

620 W. Clairemont Ave.  
Eau Claire, WI 54701-6162  
715-833-6200  
Fax 715-833-6470  
[www.cvtc.edu](http://www.cvtc.edu)

An affirmative action  
employer and educational  
institution.

Bruce A. Barker  
President



## SCHOOL DISTRICT *of* FALL CREEK

336 E. Hoover Ave. • Fall Creek, WI 54742 • (715) 877-2123

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March 2, 2022

Steffany Powell Coker  
Secretary to the Commission  
Public Service Commission  
North Tower, 6th Floor  
Hill Farms State Office Building  
4822 Madison Yards Way  
Madison, WI 53705

Dear Ms. Coker,

The Fall Creek School District is submitting this letter of support for broadband internet expansion in the Town of Washington area. Our school district has families that live in this area who really struggle with internet access.

The pandemic certainly has amplified the need for increased broadband in this region. It was simple to determine that our communities broadband networks were not sufficient because the virtual connections didn't work. Various data points were gathered, from trips to students' homes, multiple vendor mobile broadband devices, and geographical limitations. In addition, third-party data was gathered from the Wisconsin Broadband Public Service Commission. It is clear that in our district we do not have adequate broadband internet for all of our families and students.

Fall Creek School District has been a 1:1 technology district for years. We support virtual platforms, for all curriculum, in grades K-12. Every student utilizes Chromebooks and Ipads. A minimum of 10 Mbps is needed for each student in a home. Currently, over 80% of our district is at 3 Mbps or less per household, not per student.

If I can be of further assistance, please feel free to contact me.

Sincerely,

John Goodman  
Director of Technology  
Middle School Principal



Town of Washington  
5750 Old Town Hall Rd.  
Eau Claire, WI 54701  
Re: Charter Broadband Internet Expansion

2/24/2022

To Whom It May Concern,

I am a local business owner writing in support of a grant in partnership with the Town of Washington to bring broadband access to our township.

My family's business, Ferguson's Morningside Orchard LLC, is a popular fall destination for countless members of our surrounding community. Our apple orchard, pumpkin patch, retail store, bakery and more attracts over 55,000 visitors each fall and we believe we play a crucial role in entertaining and educating the community about where their food comes from. The tourism draw we create also positively impacts numerous other local businesses such as gas stations, hotels and restaurants.

At a time when most businesses are facing challenges with pricing and meeting employment needs, which we are not immune to, **the single biggest issue currently affecting our local family business is internet access.** Believe it or not, our internet connectivity has hardly changed in the 10 years we have been in this rural location, despite our business growing rapidly in that time frame.

Challenges caused by our poor internet access include several systems we cannot always reliably use which are essential to 21<sup>st</sup> century direct-to-consumer businesses: Point of Sale register systems, visitor pass tracking software, real-time sales monitoring, live security cameras and more. When we are able to use these systems, it is by numerous phone hot spots or alternative methods cobbled together. We have tried various alternative systems such as satellite, cellular options, boosters, different phone companies and even have had to explore paying to have a cellular tower installed solely for our own seasonal use. Our unique location in a rural setting, which is largely responsible for the appeal of our fall outdoor destination, make these wireless and satellite options unworkable. Our signal is even worse at our personal home on the other side of the farm at 105 Deerfield Rd., where we are unable to have home offices or use the internet reliably for business/streaming.

Access to broadband internet which would solely be made possible by this proposed grant is essential to the continued expansion of our family business and countless others like ours. Not having reliable internet access costs us six figures a year in declined credit card transactions, lost income opportunities and inability to effectively advertise in real time using social media, which is essential today.

**I respectfully request that the grant to the Town of Washington be approved for broadband access to our rural community.** Not only do we believe we are an important piece of the state's economy, tourism and culture, we hope to stay and thrive here for generations to come. Thank you for your attention to this letter.

Sincerely,

Andy Ferguson  
Co-Owner  
Ferguson's Morningside Orchard LLC  
6470 Balsam Road  
Eau Claire, WI 54701  
andy.ferguson@fergusonsorchard.com 612-296-3793

# **Eau Claire Energy Cooperative**

Your Touchstone Energy® Partner



January 31, 2022

Lynn Thompson, President and CEO  
Eau Claire Energy Cooperative  
8214 U.S. Hwy 12  
Fall Creek WI 54742

Public Service Commission of Wisconsin  
Broadband Grand Office  
Attn: Dennis Klaila  
4822 Madison Yards Way  
North Tower – 6<sup>th</sup> Floor  
Madison, WI 53705-9100

**Re: Letter of support for Charter Communications grant application – Town of Pleasant Valley and Town of Washington**

Mr. Klaila:

Eau Claire Energy Cooperative (ECEC) provides this letter of support for the Town of Pleasant Valley and Town of Washington Broadband grant application.

ECEC has partnered with Charter Communications to help cost effectively extend broadband infrastructure in other parts of our service territory. Using our existing overhead electric infrastructure, Charter is often able to build fiber at a lower cost than building underground.

ECEC is enthusiastically supporting this grant application. Our underserved members in this area deserve access to the same connectivity that their urban neighbors enjoy. This is a very important opportunity for the citizens of these townships and Eau Claire County.

Please feel free to contact me if you require any additional information.

Sincerely,

Lynn Thompson  
President/CEO

To whom it may concern,

My name is Jon Chapman, I live at 130 Deerfield Rd. in the Town of Washington. I also own a small business, The Glass Orchard LLC., which operates from this address.

I am writing in support of broad access to broadband internet through the expansion of Charter's service areas. As a business we struggle with internet reliability and have had to go through a number of providers to reach "serviceable" internet. At best, this service is barely enough to make it work. Participation in live online meetings, events, and broadcasting is painstakingly archaic and the amount of lag/buffering should be something of the past. It seems that the simple things needed to conduct business online are always somehow small triumphs.

At the moment we rely on satellite internet which has its limitations and is no better than simply using our cell phones. Which often times we end up using our cellphones as hotspots to complete a task.

Reliable service in our area would mean a lot to both our business and my family and we are in support of moving towards modern internet service. We strive to modernize our business through reliable wifi service so we can become more efficient and sustainable by monitoring equipment and accessing information remotely.

If we can be of any further assistance please feel to reach out.

Thank you for your time,

Jon Chapman  
130 Deerfield Rd  
Eau Claire WI 54701  
908-420-2549



To: Whom it May Concern

My name is Keith Paul and my family I live at W410 Hemlock Road here in the township of Pleasant Valley (Eau Claire Co). We have lived at this address for 6 years now and depend heavily on our internet service for both school and work. We have Century Link DSL service for our internet, and it is limited to 8mb for this location, although speed testing will show it to be considerably less at busier internet times of the day. We also live in an area where cellular service has also become less than desirable. We often experience dropped calls and cannot text without using WIFI calling, which adds additional strain to an already substandard internet service speed.

One of my children is in high school and the other a first-year college student. Both need the use of the internet for to support their educational requirements as well as entertainment through streaming applications such as Netflix, Hulu and Apple Face Time and are using it most of their time in house. I work from home most days and am involved in many conference calls, some requiring video sharing which I cannot do if my children are using too much of the bandwidth. I often must have them disconnect from internet services until my calls are complete. This does not begin to cover the missed calls and texts.

To understand our bigger concern, you would need to know that my younger child is a type 1 diabetic. My wife and I are both full time workers and we depend on communication to monitor and care for the health of our youngest through a combination of cellular and internet services. We are paying for a land line phone service each month just to make sure we always have a way to reach each other and our children in case of a diabetic or other emergencies despite our below average call and internet services.

Having a strong broadband network out here would improve our quality of life considerably. My family would all be able to be online for work, school and entertainment without worry of constraint, as well as using WIFI calling to give us confidence and comfort that we could reach each other and be reached when needed. I would be more than happy to spend the money I am currently spending on the backup land line toward a broadband service that is dependable. Hemlock road and this area of Pleasant Valley with its other families would know doubt benefit greatly from a strong broadband service.

Thank you,  
Keith and Sarah Paul  
W410 Hemlock Rd

January 28<sup>th</sup>, 2022

To Whom it May Concern:

First, I am very pleased to see that the Town Board along with Eau Claire County has decided to pursue expanding high-speed broadband internet coverage to the entire town. My husband and I definitely SUPPORT obtaining the grants necessary to complete this project.

At our residence, E4161 Spruce Road, Eleva WI 54738, the internet service we have is through CenturyLink. On average, we can receive two to three Mbps download and less than one Mbps upload.

These speeds are not reliable for what we use our internet for. Due to COVID, both my husband and I were sent home to work. However, with our current low internet speeds, and unreliable connection, we are unable to work from home. We have two options; we have to travel to my in-law's house, roughly 6 miles up the road to use their stable internet through Charter Spectrum or with special permission we have to go into the office building. Being remote workers and leading meetings through video applications, it is critical to have access to a high-speed internet connection.

We have a few hardships due to our lack of internet speeds. In late 2020, my husband received his master's degree, our internet was not able to support his schooling. In order to complete his master's degree, he used his phone's hot spot. Three years of schooling were completed through a hotspot on a cell phone, due to our lack of high-speed internet connection. As I mentioned above, we are unable to perform our jobs from home. We travel where we are able to receive stable internet. I personally am unable to start my master's degree, as I do not have a hotspot on my phone, and our (only provider that is available at our house) internet through CenturyLink would not support the lectures.

If we had stable internet, our work/ home life would greatly improve! We would be able to 'work from home', and it actually be our own home. We would be able to stream movies, hello date nights! I would be able to start my continuous education, received my certified safety professional certificate, and go to school for my master's degree.

My husband and I fully support the expansion of the broadband service. Having high-speed internet would help bring some normalcy back into our lives. We would be able to connect with family and friends over video calls. We would be able to stream movies and enjoy time staying connected with people through social media. Having internet services that are highspeed would be greatly beneficial to our everyday lives.

Thank you,

Morgan Weiss

E4161 Spruce Road

Eleva, WI 54738



Township of Pleasant Valley  
S10414 Cty Rd HHI  
Eleva, WI 54738

January 26, 2022

To whom it may concern,

My wife and I have lived in Pleasant Valley Township for 33 years, residing at

W1280 Birch Road  
Eleva, WI 54738

We have limited access to both internet and broadcast television. The only available internet is a satellite service provided by Clark Electric Appliance and Satellite, Inc. located in Greenwood, Wisconsin. The service is costly and the average speed is around 8-10 Mbps download and 0.5 to 1.5 Mbps upload but the speeds frequently drop to zero making the service both unreliable and impossible for streaming content.

We use internet for work and home needs, including on-line webinars, tutoring through CVTC, and telehealth. I am the treasurer of our church and am also self-employed as a sports official, making a reliable high speed internet connection a necessity. Of course, COVID has made remote communications even more important. Speeds above 20-25 Gbps would be a tremendous improvement for our work and home needs. These speeds would also allow us to stream video content which would be a wonderful advantage.

We strongly support the Township's proposal to extend high speed internet to all residents.

Sincerely,

  
John and Susan Wagner

W1280 Birch Road  
Eleva, WI 54738  
[jwagner@chipvalley.com](mailto:jwagner@chipvalley.com)  
715-878-4402

**William C. Rupp, M.D.**

S9313 Timberline Drive  
Eau Claire, WI. 54701

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29 January, 2022

Town of Pleasant Valley  
S10414 County Road HHI  
Eleva, Wisconsin 54738

To whom it may concern:

My current internet provider is Century Link. A recent test of speeds included a download speed of 2.32 Mb/s and an upload speed of 0.41 Mb/s. I live in the town of Pleasant Valley with no other internet providers available. I use my computer as a major tool for my consulting business, for education, for my personal finances, for at home entertainment and for keeping up with the news. The service is remarkably inconsistent and cuts out multiple times per day. The speed is incredibly slow and certainly makes communicating with others extremely difficult. When I discuss internet access with people in other parts of the country, they laugh at me. Quality internet access would dramatically improve my life, my business, and level of frustration. I support expansion of broadband service as soon as possible.

Sincerely

William. C. Rupp, M.D.  
e-mail: [wcrupp7@gmail.com](mailto:wcrupp7@gmail.com)  
phone: 715-577-2499

January 28, 2022

Town of Pleasant Valley  
S10414 County Road HHI  
Eleva, WI 54738

RE: Underserved internet speed area

To Whom it May Concern:

I am writing to you on behalf of my family and myself to request cooperation in obtaining faster internet speed with other providers other than our current one. We currently have Century link and have run a speed test with 8.14 Mbps download speed and 0.63 Mbps upload speed. Currently because of the poor internet speed I am unable to work from home which poses a problem when I am exposed to others that I work with or just in the general population and I am forced to quarantine. Currently I either have to take those quarantined days unpaid or use my earned vacation time to be paid for that time as not to cause a financial hardship. If we were able to have a more reliable/faster internet provider I would be able to work at home when being contacted I have been exposed to other who are sick. Please consider these underserved areas in Pleasant Valley for high speed internet. If you have further questions you may also contact me at 715-579-2296

Thank you

Jaime Ross

E615 Cedar Rd

Eau Claire, WI 54701

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Steve Olinger

E6320 Butternut RD

Fall Creek, WI 54742

To Whom It May Concern:

My current ISP is CenturyLink which delivers 3-8mps through a DSL line. This service is far too slow for all but the lowest speed demands. I need to use the internet for video conferencing for work through Teams and Zoom and the speed is too slow to maintain the connection or to support both sound and video. As a media and technology specialist for the Eau Claire Area School district, I was unable to do many of the basics of the job while quarantined. Download times were so slow that I had to sit outside of a school building to connect and use the online resources I needed. We tried a Verizon hotspot, but we are equally underserved by cell services. I also use Smart Home devices through Amazon. As an aging person, the ability to use these devices hands free becomes more necessary. I also use my smart speakers and Hue lights as security. I also use my Alexa speakers to monitor my elderly parents. Not having a dependable connection can be life threatening. I also use the digital connection for entertainment. The CenturyLink service is too slow to deliver UHD content to the TV monitor or Atmos sound to the speakers. Also, CenturyLink often experiences slowdowns or stoppages. Having a dependable high-speed ISP is not desirable, it is essential.

I wholeheartedly support the acquisition of grant funding to guarantee high-speed internet access for all Pleasant Valley residents.

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Jackie and Dave Welke  
S9460 Hillview Rd  
Fall Creek, WI 54742  
715-559-9156 (Dave cell)

RE: Highspeed Broadband

To Whom it may Concern in Town of Pleasant Valley,

We would like to be included in this project/grant.

Our address: S9460 Hillview Rd, Fall Creek

Current provider: Centurylink. Took the speed test at 7pm : 5.42 Download, .47 Upload  
Believe this can be lower at different times of day. No other provider.

Usage: Son is in college and has online classes (educational). Jackie also does some work from home. We also (try) to use streaming services and can only do so many multiple items. We have to get off Netflix if our son is doing an online project or live stream for class.

Hardships: Son has had to drive to town to a friend's house to upload papers or projects to a teacher because he cannot here.

Improvements: Would be able to do more than one thing on the internet at a time (two streaming shows, school work and work at same time, save time on pulling up sites or ordering online purchases (can take a LONG time)

Thank you for your consideration!  
Jackie and Dave Welke

W110 Woodridge Drive  
Eau Claire, WI 54701-9671  
February 1, 2022

Town of Pleasant Valley  
S10414 County Road HHI  
Eleva, WI 54738

To Whom it May Concern:

I write in support of the efforts by the Town Board of Pleasant Valley to expand highspeed broadband internet coverage to the entire Town.

My DSL landline internet service is provided by CenturyLink. I subscribe to a plan described as providing up to 3 Mbps of bandwidth. However, in reality, I can only achieve 2.3 Mbps for download and 0.3 Mbps for upload, which is not even one tenth of what is defined as the upper range of "underserved".

We are retired professionals still maintaining correspondences and pursuing interests in the arts, music, and academic research. Many streaming tools and resources are so crippled at the speeds available to us they are unusable. No Zoom meetings with family. No Zoom music lessons with out of state teachers. No streamed movie services. Not even media features in our online subscriptions to the New York Times, the Washington Post, or National Geographic.

Perhaps the most limiting shortcoming is not being able to utilize Cloud backup services because to upload the amount of data necessary would take so long that no other internet use would be possible in the meantime. Data loss is a real concern for financial records, photo libraries, purchased digital documents, and projects on which a great deal of one's time and effort has been spent.

One final thought: As we get older and in this age of pandemics present and future, telemedicine could well become a necessity.

So, I wish the Board the best of luck in this endeavor.

Respectfully,

Stan K. King



To Whom It May Concern :  
My name is Tom Frank .  
I live at E1165 Woodridge Dr  
Eau Claire WI 54701

My current internet provider is Centurytel landline copper that was installed in 1975 and I don't believe ever updated . Part of the wire connection to the house is at the ground surface. I occasionally need to recover it to protect from lawn mowers!

The best download speeds we get are 1.5 with up load speeds usually at .78. This makes it very difficult to impossible to stream anything. Between the hours of 6:00 to 9:00 PM our download speeds are usually under 1.00. Trying to watch Sling (for example) is very frustrating or often just frozen and not available.

I use the internet daily to communicate, receive news, weather, sports, download books, library, research questions, telemedicine, banking/investing, shop and stay in touch with friends and family.

Besides the annoyance factor, it is part of our house security which we have to limit as the reliability is intermittent. Any files to be sent or received need to be abbreviated as large files will not send. To read just the local newspaper is often impossible as it will not download and then it may take 45 seconds just to turn the page.

We need to have our phones on LTE as they make our speeds even worse.

Thank You  
Tom Frank

Thomas D

Michael and Brigitte Niedzwiecki  
E5595 Ridge Rd  
Eau Claire, WI 54701

February 3, 2022

To whom it may concern:

Our internet service provider is CenturyLink. The reliability of our internet is very poor. We pay for 10 megabits per second. We wish we got this. If the internet is working, we may get 8 megabits per second download speed, but it fluctuates tremendously within minutes. Upload is less than 1 megabit per second. Our internet is intermittent – off and on – throughout the day and evening hours. (We do not use any other internet providers.)

I am an instructor at Chippewa Valley Technical College. Over the last few semesters, I have had to teach virtual classes or take meetings from my home. If the camera and audio is required on, all other devices needed to be off of the internet. This was extremely frustrating when you had 3 children attending virtual school and they also had courses where their attendance was required.

Our upload speed is so incredibly nonexistent, that we struggle to upload the smallest files. The poor speed prevents us from uploading videos (especially, ones I create for my courses) or any large files. We can tell when someone is uploading a file of any type, since no one else gets any internet download or upload speed.

The reliability of our existing internet is horrid. We have times through the workday and evening hours where we have no internet. This is a huge hardship when you are doing schoolwork or work projects. We have had times where we needed to drive into Eau Claire and find locations where we could use the internet just to meet deadlines.

Thank you  
Brigitte Niedzwiecki



Alyssa & Andrew Engedal  
E1243 Woodridge Drive  
Eau Claire, WI 54701

To Whom it May Concern:

I am writing this letter of support in regards to the grant request for the Town of Pleasant Valley to expand highspeed broadband access to the area in which we live.

We currently receive our internet service through CenturyLink, as this was our only option for a service provider. According to a speed test, our current download speed is 1.6 Mb/s and upload speed of 0.56 Mb/s.

Having a family of 5 on slow internet speed has been challenging, and even more so throughout the pandemic when at times there were 3 kids trying to do online schooling & 2 parents working from home. We also stream all of our television, and this can be a real challenge as it buffers, freezes, or lapses completely quite often.

Having highspeed internet access is something that is just a necessity these days for most anyone, but especially people (like our family, and many others) who are still juggling working & schooling from home on at least an occasional basis.

we strongly support expanding access to highspeed internet throughout the Town of Pleasant Valley.

Sincerely,  
Alyssa & Andrew Engedal

Danielle & Ryan Graham

E2330 Spruce Road

Eleva, WI 54738

[dgraham9898@gmail.com](mailto:dgraham9898@gmail.com)

To Whom It May Concern,

We are residents of the town of Pleasant Valley and reside in an area of the township that only receives access to internet services through the telephone company, CenturyLink, and satellite internet service Viasat. Our household contains five teenagers and two adults; Ryan works full-time from home. We have lived at this residence since fall of 2019.

As you can guess, having this many people in one household can be taxing, especially when it comes to internet use. We are limited to less than one device per person on the internet at any given time, and often we must restrict most of our devices from internet use if we are using streaming services. Our family is also unable to use internet any time one of us is in a virtual work meeting because there has been connectivity issues that have caused the person to lose the signal and be kicked out of the meeting – not a great thing to happen when you're often the presenter/trainer in the meetings. We also cannot enjoy using the new household gadgetry, like wi-fi thermostats, Amazon Alexa, and security systems available which have enhanced features that use internet because we do not have enough internet speed to accommodate them.

The opportunity for the Town of Pleasant Valley residents who reside in an underserved broadband area to receive high speed internet is both wonderful and essential. The town will struggle to grow if potential residents and businesses do not have access to high-speed internet, and the town may lose current residents and businesses who require access to it with our changing world.

Thank you for your consideration in granting the Town of Pleasant Valley a Broadband Expansion Grant. Many of our town's residents will be very thankful, including my family, if the township receives this grant.

Best Regards,

Danielle & Ryan Graham

**townofpleasantvalley@gmail.com**

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**From:** Jayne Fleming <jaynester@hotmail.com>  
**Sent:** Monday, January 24, 2022 1:07 PM  
**To:** Jen Meyer  
**Subject:** re: internet

Jayne and Tom Fleming

S10600 Lowes Creek Rd

Eleva, Wisc

Township of Pleasant Valley,

Eau Claire County

Our current landline internet provider is Centurytel.

Internet speeds, using Speedtest, are as follows:

Ping: 30 ms

Download: 10.05 Mbps

Upload: 0.69 Mbps

If we had highspeed internet, we could allow family members to work from home here when they stay with us. During the pandemic, we had to rent a place in Eau Claire mainly for the purpose of remote learning for our grandson and for working from home for our son and daughter in law.

My husband and I are retired, but we need internet for personal business as well as my freelance writing and for the transmitting of images and manuscripts for that purpose. We struggle with that now, and would surely appreciate an improvement in the service.

The idea of telemedicine would also be welcome, as we do not utilize that at this time.

I am aware of a neighbor just due west of us who has no internet whatever. They have a school age child and would greatly benefit as well.

We appreciate that you are looking at this and hopefully you can successfully complete your work on this issue.

Sincerely,

Jayne and Tom Fleming



January 24, 2022

Jeff and Michelle Smith  
S9250 Lowes Creek Rd  
Eleva, WI 54730

Attn: To Whom it May Concern

Re: Pleasant Valley Township internet

We currently have Centurytel DSL as our internet provider and we run in the range of 6 to 8 Mbps and it is not reliable at all. Besides the slow speeds it often drops out. We don't really call to complain much anymore because there doesn't seem to be a fix to it. The best thing we can do is to reboot our modem which apparently connects us to a different switch or something. It typically helps for a while.

We have a family-owned mechanical contracting business and my wife and I both connect to our work computers often at night and the slow speeds make this very difficult. I also have a high school junior that gets kicked off the school website often when doing her homework.

High speed internet would be a very welcome upgrade for us.

Thank you,

Jeff and Michelle Smith

To whom it may concern,

Regarding Broadband Expansion Grants -

I live at E6161 Butternut Rd. Fall Creek, WI 54742. Our current internet provider is Century Link (DSL).

Our internet usage involves:

- Often working from home and requiring internet to perform my job. I need to be able to transfer large files. Increased speed would allow me to be more productive.
- We often have large gatherings requiring several personal connections and streaming from multiple sources at once. Increased speed would allow us to continue this without delays and buffering.
- We have had multiple modem failures over the past 8 years – always requiring days to up to a week for replacement equipment to arrive. We have a Verizon network extender for us to receive a cell signal here, which requires internet. When we are without internet – we are also without cell service and high speed data (4G). We have looked into alternate providers but have only had the option of satellite – which we have not seen as a good alternative.

As a resident of the affected area, I support the receipt of grants necessary to complete this project

Peter Cunningham

Pleasant Valley resident

January 20, 2022

To Whom it May Concern:

I am writing this letter in support of the efforts of the Town of Pleasant Valley in Eau Claire County, Wisconsin to expand the access to highspeed broadband internet to the entire town. I reside at 59140 Balsam Road, Eau Claire, Wisconsin 54701 and my landline internet service provider is Centurytel. After performing the internet speed test through <https://broadband-internet-survey-eccounty.hub.arcgis.com/>, I discovered that my download speed is 7.85 Mb/s and my upload speed is 0.7 Mb/s. I was not too surprised at the very low internet speeds because I have been experiencing many issues while using the internet for quite some time. Slow internet speeds have been an ongoing source of frustration since I moved to this address 17 years ago.

I am a professor at the University of Wisconsin – Eau Claire and teach classes in the Biology Department. UWEC utilizes Canvas, as does the Eau Claire Area School District, as an online platform to facilitate teaching. I routinely use Canvas sites for all my classes to post course content, post grades and communicate with students. When in my office at the University, I can post content to the Canvas sites for my classes in a matter of seconds. However, when working from home, posting content takes much longer and, when file sizes are larger, sometimes it is not possible for me to post content. This has been particularly problematic during the pandemic when my reliance on teaching using online tools has increased dramatically. Access to highspeed internet at home would greatly facilitate my ability to teach online while working from home. In addition to teaching, most meetings with students or other faculty in committees are being done virtually using either Zoom or MS Teams. Using these virtual meeting tools from home has been very problematic. The slow internet speeds result in very poor video and audio which then leads to frustrations and fractured communication during virtual meetings. Having access to highspeed broadband internet would do much to alleviate these issues.

In addition to myself, I have a child that is currently taking online classes and she has experienced the same problems and frustrations that I have described above. Her ability to pursue her education through online classes would be greatly enhanced through access to highspeed broadband internet at our home. In addition to work and education related issues, we subscribe to a number of streaming services for entertainment purposes. We have experienced issues in using these services in the past due to our slow internet speeds. This is also a source of frustration since the enjoyment of our streaming services is greatly reduced when the streaming is interrupted or slowed due to inadequate internet speeds.

I fully support the efforts of the Town of Pleasant Valley to expand access to highspeed broadband internet to all residents within the town. I believe that everyone in the Town of Pleasant Valley will greatly benefit from this expansion and allow us to have a similar quality of internet access as others that live in nearby neighborhoods.

Best regards,

Daniel P. Herman, Ph.D.

59140 Balsam Road, Eau Claire, WI 54701



Beth Moga

E655 Woodridge Dr

Eau Claire WI 54701

January, 21, 2022

To Whom It May Concern:

As a resident of The Town of Pleasant Valley, my family and I use the internet provider, CenturyLink. As a CenturyLink customer, our speedtest shows that we operate at 5.1Mbps. Our working internet provides a personal and professional benefit to our daily lives. Sometimes we have issues being able to access all of the benefits that come with high-speed internet. The following paragraphs will outline some issues we've experienced with our current provider and plan.

Our internet can connect to five devices at one time. While streaming a TV program and trying to use our laptop or other mobile devices at the same time, we are usually unable to open our web browser or continue streaming our show on our TV. We have checked our smart tv for software updates along with our other devices and have ruled that that this is not the issue. We especially have problems streaming through Disney+ and Amazon Prime Videos during peak hours. There are many weekends we do not have access to these streaming programs due to our insufficient WiFi connection. We spend a lot of time unplugging our router and modem and restarting it to see if that will "fix" our issues.

With the outcome of COVID-19 protocols, we are sometimes required to work from home using Microsoft Teams, FaceTime, or Zoom and our CenturyLink service does not allow us the ability to run these programs sufficiently. I purchased an extender device to help push our signal around our home to better access our WiFi in different parts of the house. I also had to ask my employer for a Verizon hotspot in order to perform my professional duties from home.

With the possibility of accessing a broadband expansion, our personal and professional lives will be able to grow and exist comfortable within our home without needing to purchase more accessories to stretch our WiFi capabilities. We would welcome this expansion and hope that we are able to benefit from this program.

Thank you,

Beth Moga

**From:** Ben W <bwhitis15@gmail.com>  
**Sent:** Thursday, January 20, 2022 8:19 PM  
**To:** townofpleasantvalley@gmail.com  
**Subject:** High speed Broadband Expansion

To Whom It May Concern

I am writing in desperate support of expanding high speed internet to Pleasant Valley.

Our Address is:  
S11170 Lowes Creek Road, Eleva WI 54738

I am a physician that treats patients with acute strokes in Eau Claire so telemedicine and high speed connections are absolutely critical to taking care of severely ill patients. The faster I can see a patients imaging (transmitted via internet) and communicate and coordinate their treatment, the better the outcomes. My struggles to maximize our internet speeds have been epic and I am thrilled there may be a better solution on the horizon.

Our current internet provider is CenturyLink. In order to maximize the speed of our connection they had to double up on the DSL connection and thereby sacrifice our landline phone pair. There are typically 2 line pairs that CentruyLink sends along the driveway from the nearest pedestal along the road. In order to maximize our internet home speed they told me they had to use the phone pair to double our speed from 50mbps to 100mbps. We cannot have a landline in other words.

100 mbps is very borderline for telemedicine purposes. Radiology imaging is very speed intensive with 1000s of images transmitted for a single patient during a stroke evaluation.

Another major issue is that our phone is now completely dependent on internet wifi calling capability- since cellular connections are very spotty at our home. Obviously communicating with the hospitals and care teams would be far more stable with a dedicated landline than spotty cellular or wifi calling.

If I were just trying to have basic internet to stream Netflix or receive emails I wouldn't be so passionate about this issue because my internet speeds are sufficient for that. Motivated by my work requirements, I have gone to great lengths to secure a high speed connection. Last year just before we moved in I had ATT quote the costs for installing business internet at our address. Their quote was \$1577 per month plus \$15,000+ build out costs to have fiber installed with guaranteed business speeds. They mentioned that CenturyLink owned "the last mile" of the connection and build out costs could be prohibitive as if 1577\$/mo wasn't already. We couldn't afford that.

Knowing that Century Link owned this thing called "the last mile" I inquired with CenturyLink about installing business level internet to our home. Initially they said yes and sent 2 engineers up from La Crosse. The engineers said I was in luck because they had determined that the little white box/ pedestal that sits on Lowes Creek Road 200yards south of my house was not only owned by CenturyLink but was actually the Fiber Internet hub for Pleasant Valley! Hallelujah.....This is where the story takes an odd twist. The engineers from CenturyLink that mentioned they have worked for the company for 15 years and were standing in my driveway that day told me that business internet to my home would be essentially the costs of trenching 200 yards - simple, very low cost compared to the ATT quote and that the monthly fee would be their standard business internet costs of 69.00/month- and then they drove back to La Crosse. And despite getting the head engineer's business card and phone number I never heard from him again despite multiple unreturned phone calls After literally months of unreturned calls to corporate finally a CenturyLink corporate official called me and said they could not install business level service to my address even though I *offered to completely pay all the build out costs to my door from the pedestal sitting only 200 yards away!*

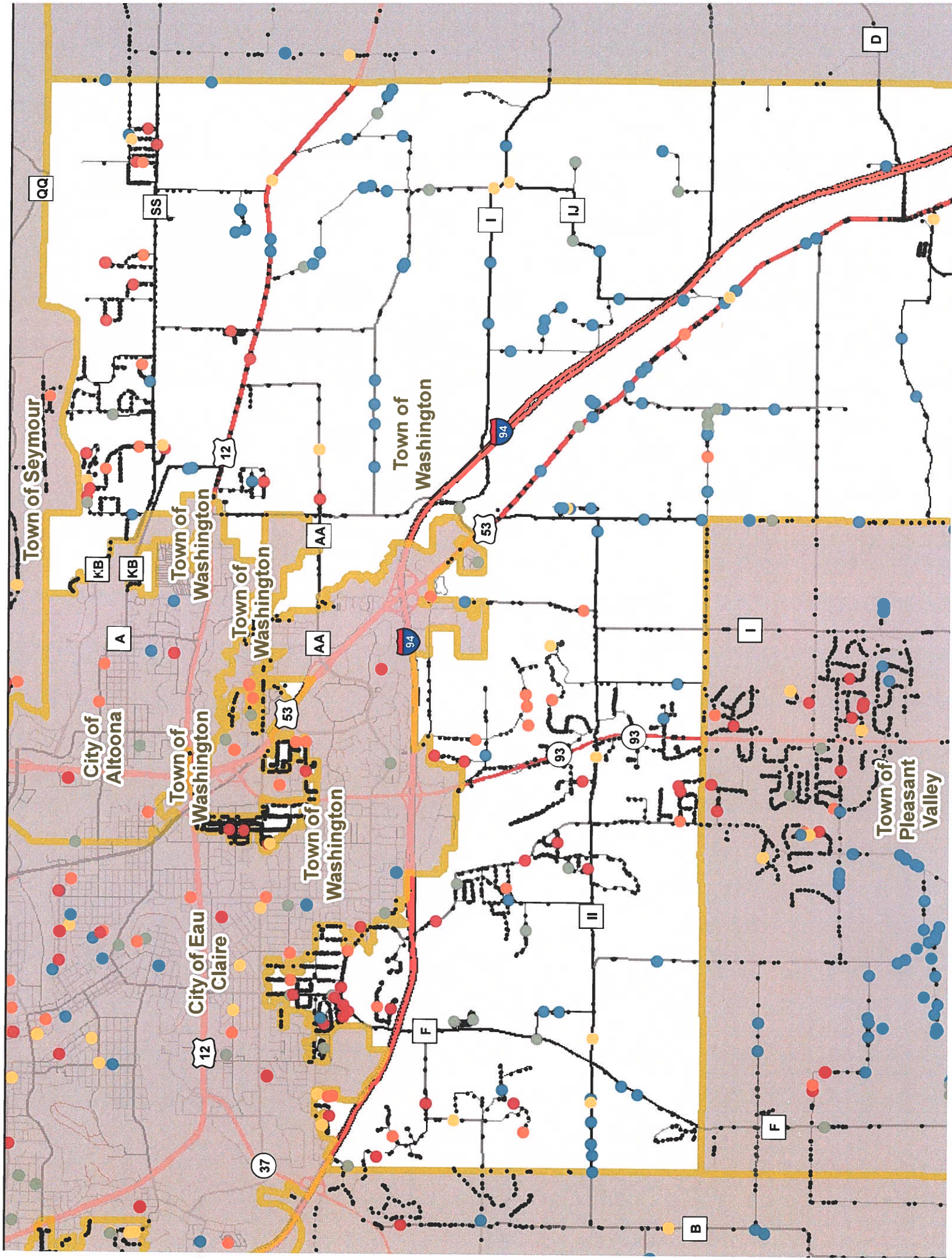


We considered satellite but it is simply too unreliable (bad weather events) for telemedicine requirements.

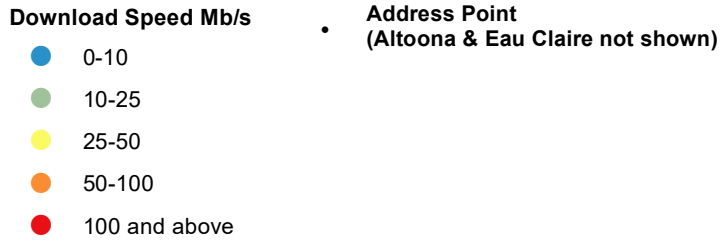
I hope this helps in some way. I would be happy to talk to anyone that needs more information.

Respectfully,

Benjamin M Whitis, MD  
S11170 Lowes Creek Road  
Eleva, WI. 54738  
(715) 225-7019

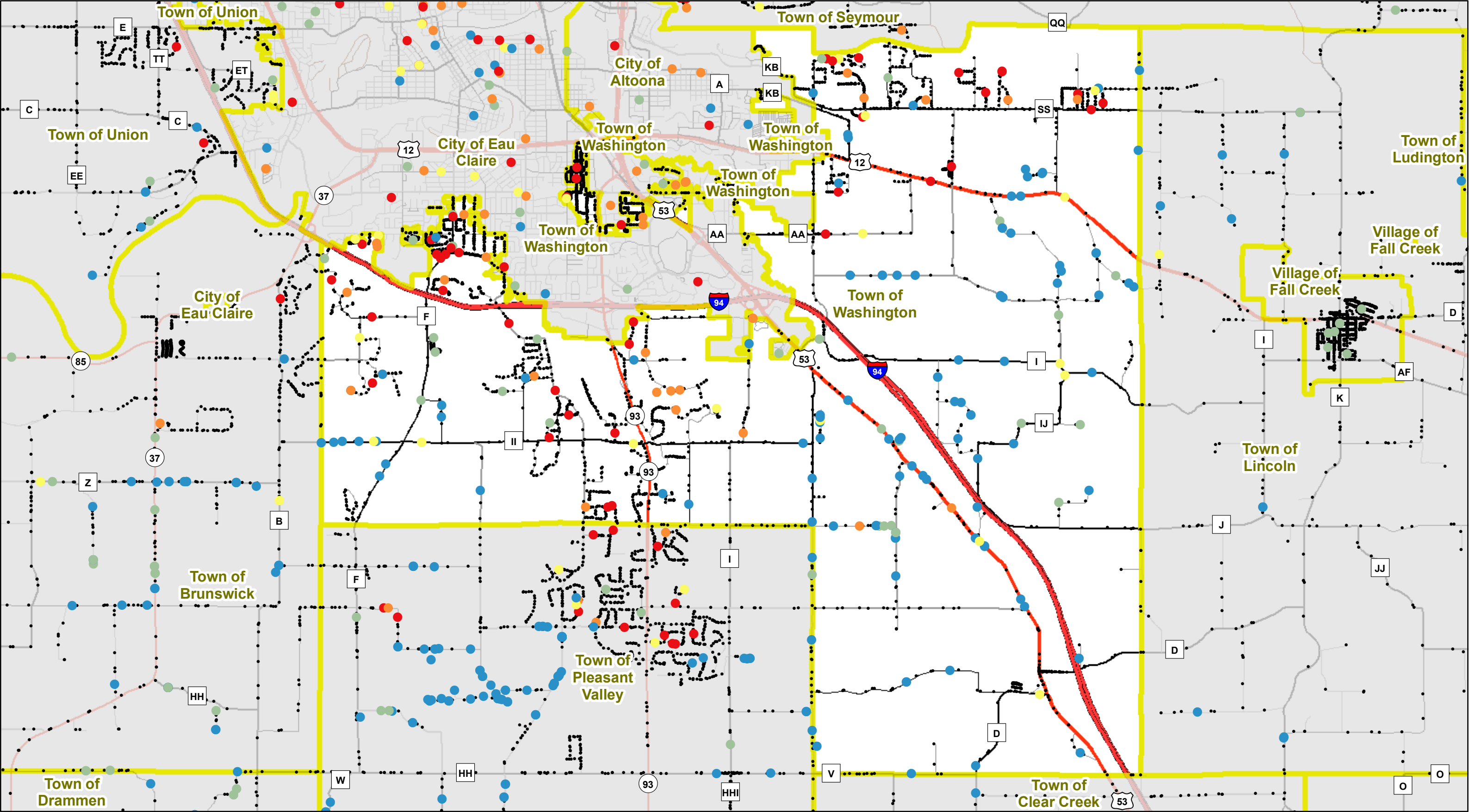






# Internet Service Survey Results (1/31/2022)

## Town of Washington



Pleasant Valley

Download Speed Mbps

Internet Service Survey Results (10/1/2021)

- 0-10
- 10-25
- 25-50
- 50-100
- 100-250

